

ABSTRAK

Marbun, William Jhonson. 2025. *Analisis Kesiapan SDM dan Infrastruktur TI dalam Implementasi Sistem Rekam Medis Elektronik di UPT Puskesmas Rawat Inap Lolofitu Moi. Skripsi. Dosen pembimbing Syah Abadi Mendrofa, S.E.,M.M*

Penelitian ini bertujuan untuk menganalisis kesiapan sumber daya manusia (SDM) dan infrastruktur teknologi informasi (TI) dalam mendukung implementasi Sistem Rekam Medis Elektronik (RME) di UPT Puskesmas Rawat Inap Lolofitu Moi. Latar belakang penelitian ini didasarkan pada pentingnya transformasi digital di sektor pelayanan kesehatan, serta kewajiban fasilitas kesehatan untuk mengadopsi sistem RME sebagaimana diatur dalam regulasi nasional. Menggunakan pendekatan kualitatif deskriptif, data dikumpulkan melalui wawancara, observasi, dan dokumentasi dengan informan meliputi kepala puskesmas, petugas rekam medis, dan kepala tata usaha. Hasil penelitian menunjukkan bahwa kesiapan SDM berada pada kategori cukup siap, ditunjukkan oleh adanya motivasi, sikap positif, pemahaman dasar, dan keyakinan petugas dalam menggunakan RME. Namun, dukungan manajerial masih sangat terbatas terlihat pada minimnya pelatihan teknis, pendampingan, dan keterampilan operasional sistem digital yang optimal di kalangan petugas. Sementara itu, kondisi dan ketersediaan infrastruktur TI tergolong sangat tidak memadai. Di ruang rekam medis hanya tersedia satu unit laptop dan printer tanpa fitur pemindai, komputer utama dalam keadaan rusak, jaringan internet tidak stabil, perangkat lunak belum aktif digunakan, serta belum tersedia sistem pencadangan data. Tidak adanya SOP teknis dan staf IT khusus semakin memperparah kendala implementasi. Proses pencatatan masih manual berbasis kertas, menyebabkan pelayanan lambat dan rentan terhadap kesalahan data. Keberhasilan implementasi RME bergantung pada pemenuhan kebutuhan mendesak seperti pelatihan rutin, pengadaan perangkat keras, peningkatan jaringan, penempatan staf IT, penyusunan SOP, dan koordinasi dengan dinas kesehatan. Temuan ini memberikan gambaran konkret tentang tantangan nyata kesiapan internal puskesmas dalam transformasi digital layanan kesehatan.

Kata kunci: Kesiapan SDM, Infrastruktur TI, Rekam Medis Elektronik

ABSTRACT

Marbun, William Jhonson. 2025. Analysis of Human Resources and IT Infrastructure Readiness in the Implementation of Electronic Medical Record System at the UPT Puskesmas Rawat Inap Lolofitu Moi. Thesis. Supervisor Syah Abadi Mendrofa, S.E., M.M

This study aims to analyze the readiness of human resources (HR) and information technology (IT) infrastructure in supporting the implementation of the Electronic Medical Record System (RME) at the UPT Puskesmas Rawat Inap Lolofitu Moi. The background of this research is based on the importance of digital transformation in the healthcare sector, as well as the obligation of health facilities to adopt the RME system as regulated in national regulations. Using a descriptive qualitative approach, data was collected through interviews, observations, and documentation with informants including the head of the health center, medical record officer, and head of administration. The results of the study show that the readiness of human resources is in the category of quite ready, shown by the motivation, positive attitude, basic understanding, and confidence of officers in using RME. However, managerial support is still very limited, as seen in the lack of technical training, mentoring, and optimal digital system operational skills among officers. Meanwhile, the condition and availability of IT infrastructure are classified as very inadequate. In the medical record room, there is only one laptop and printer unit without scanner features, the main computer is damaged, the internet network is unstable, the software is not actively used, and there is no data backup system available. The absence of technical SOPs and special IT staff further exacerbates the implementation obstacles. The recording process is still paper-based, causing slow service and prone to data errors. The success of RME implementation depends on meeting urgent needs such as routine training, procurement of hardware, network upgrades, placement of IT staff, preparation of SOPs, and coordination with health offices. These findings provide a concrete picture of the real challenges of the internal readiness of health centers in the digital transformation of health services.

Keywords: Human Resource Readiness, IT Infrastructure, Electronic Medical Records