

Satisfaction of Medical Staff in Using Electronic Medical Records at Ujung Batu Awal Bros Hospital

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ABSTRACT

Development of technology and information systems at this time must also be quickly adopted by the hospital as a public facility services. Electronic Medical Record is a system that implemented as an innovation to accelerate services at Ujung Batu Awal Bros Hospital. This study aims to see level of satisfaction of medical staff in use electronic medical records and find the problems experienced during one year of using electronic medical records, because not all medical staff can accept changes in medical record from manual writing to electronic. Design This research is a case study with qualitative and Quantitative methods. Data and information were obtained through interviews and secondary data from open questionnaires via google form in January - June 2020 with content and descriptive analysis. From the results of Google forms and interviews conducted, it was found that the satisfaction results of using electronic medical records at the Awal Bros Hospital in Ujung Batu were 23% very satisfied, 63% satisfied and 14% dissatisfied, 46% agreed with the use of electronic medical records, 14% disagreed and 40% were forced to participate, which was not according to the target expected by the hospital, namely the satisfaction level of using electronic medical records by 90%. The most obstacles faced when using Electronic Medical Records are long ang delay access when too many patient at peak hours times and there is not being facilitated in opening other patients medical records when the patient being served is carrying out supporting examinations, so the other services are delayed. The satisfaction level of using electronic medical records at Ujung Batu Awal Bros Hospital was quite good, from the very satisfied and satisfied category is 86% , even though it did not reach the target expected by the hospital, which was 90%. It is necessary to improve the system and network to fixed the obstacles of medical staff during use electronic medical records so that the acceleration of services to patients running well.

Keywords: Satisfaction, Medical Records, Electronics, Using

1. INTRODUCTION

The Quickly development of information and communication technology at this time is something was very much needed for every business organization in doing its business, given that consumers today also prefer something that uses information technology. Hospital as an organization engaged in the service business world as well. must quickly adopt this technological development. One of the innovations that must be rapidly adopted by hospitals in this era is the replacement of manual medical records into electronic medical records [7].

The process of implementing electronic medical records begins with the process of migrating manual medical records to electronic medical records, namely with a series of processes starting with the introduction of

electronic medical records and their benefits, training how to use electronic medical records for users so that they are able to use it when providing services to patients. Because not all doctors or specialist doctors agree with this change, motivation to users is needed so that they understand how importance using the system and always use the system in service activities to patients, motivation in the form of an explanation of the benefits of the system, the consequences if not implementing the system so users can think the system is a necessary to use. Management support is absolutely necessary in fulfilling the need for the application of electronic medical records and can formulate policies related to the application of electronic medical records. [11]

Electronic medical records use at Awal Bros Hospital in Ujung Batu began in March 2019, starting with a

transition period for 3 months first. March to April 2019 begins with the use of electronic medical records in the Outpatient Polyclinic and Hemodialysis Unit, then in May 2019 in Surgical Room unit, based on an initial evaluation of the use process and readiness of human resources, then in June 2019 the use of electronics medical records runs 100% throughout Awal Bros Ujung Batu Hospital. At the beginning of the implementation there were various reactions that occurred, some strongly agreed because it was more comfortable when typing directly, some did not agree because they were not used to typing or were not proficient in computer use, some submitted decisions according to the hospital management system wanted to run. But because this is already a hospital corporate program, the electronic medical record at Awal Bros Hospital was held in March 2019, a little late from the corporate program which had to run in January 2019. After a year of running well using electronic medical records, management re-evaluated User satisfaction, especially functional medical staff, such as general practitioners, dentists and specialists and looking for major obstacles during the process of providing services to patients that can be improved to further facilitate service to patients. This study aims to see level of satisfaction of medical staff in use electronic medical records and find the problems experienced during one year of using electronic medical records.

2. METHODS

The research method approach used is qualitative and quantitative. The research instrument was an open questionnaire (guide questionnaire) with the Google form application, with the technical analysis being content and descriptive. This research was conducted at Ujung Batu Awal Bros Hospital, Riau Province. Data obtained from the results of the survey conducted. The data was taken between January - June 2020 during the Covid-19 Pandemic. To find the obstacles that occurred during the use of electronic medical records by medical staff, data collection was followed by analysis through in-depth interviews which were conducted directly to all Functional Medical Staff who worked at Awal Bros Hospital, Ujung Batu. The Data analyzed base on content analysis from result survey and base on indepth interviews, then make into data conclusions.

3. RESULT

The number of general practitioners, dentists and specialists working at Awal Bros Hospital in Ujung Batu is 35 people, so the survey was conducted to all doctors. From the Google results summary form, the survey results are obtained as shown in the table below:

Table 1. Result of Using electronic medical records Survey

Satisfaction using electronic medical record	Very Satisfied	Satisfied	Not Satisfied
Number Doctors Chose the Point	8	22	5
Total Doctor	35	35	35
Achievment	23%	63%	14%

Table 2. Results of the Approval Survey for the Use of Electronic Medical Records

Approval of use electronic medical records	Agree	Forced to allowed	Not Agree
Number Doctors Chose the Point	16	14	5
Total Doctor	35	35	35
Achievment	46%	40%	14%

From 35 doctors who filled out the survey, 8 people said they were very satisfied, 22 people said they were satisfied, and 5 people said they were not satisfied, which in the percentage of 86% were in the very satisfied and satisfied category. The results obtained were not according to the target expected by the hospital of satisfaction level using electronic medical records in the very satisfied and satisfied category is 90%. Then for approval of use, data is still taken to see the willingness to use electronic medical records, from the data collected 46% agreed to use electronic medical records, 40% stated that they were forced to follow the system provided by Hospital, and 14% stated that they did not agree to use electronic medical record.

The results of in-depth interviews found that the most obstacles faced when using Electronic Medical Records were long access when the crowded patient or at peak hours and not being facilitated to open another patient's medical record when the patient being served was carrying out supporting examinations so that service was hampered.

As one doctor said during an interview: "If the patient was crowded, the system is "lola" (loading takes a long time)"

Or an internal medicine specialist who says: "if the patient is doing a Thorax Rotgen or laboratory examination, we cannot open the patient's next medical record so that the service will take a long time".

4. DISCUSSION

Based on the results of the survey conducted, efforts will be made to improve and maintain these achievements. For those who are not satisfied, the problem of dissatisfaction with using of electronic medical records will be explored again, if it is about the system, the hospital will try to improve the system to make it easier, if the problem is about user difficulties in its use, periodic socialization, special training classes, and user assistance will be carried out. Those who are Very Satisfied and Satisfied will always be given management awards in the form of good assessments on the performance of doctors and specialists, and prizes for the most favorite doctors for a certain period [5][8]

What is important to do is evaluate the satisfaction level of electronic medical records users, especially for medical staff, namely doctors and specialists as the spearhead of service, because they are people who must feel the functions and weaknesses of the system that has been implemented [9][10]. Users are the main key to the success and sustainability of the use of a system. Because no matter how good the system has been prepared by management if the users are unable to run it or do not fully provide support, then the program surely can expected fail to run or run very slowly. It is very important to know what the user wants and the input given to the development of the information system that has been built and to increase the participation of system users so that unnecessary development can be avoided [3][6].

A study by Otieno George Ochieng and Ryozo Hosoi in Japan to measure the perceptions of electronic medical records users found that 61% of respondents stated that using a computer system could increase efficiency in searching for patient information in the past, and 66% stated that using electronic medical records could increase the efficiency of documentation patient disease information. This research was conducted in Japan which involved 390 electronic medical records users from various hospitals [4]

The achievement of the highest performance of information systems can be measured through 2 main things, namely user satisfaction and the use of the system being run. Users will feel very satisfied if the system used can speed up their work processes and their work results become better. Usability of information systems is seen in how many functions of the system are always used [1][2]

5. CONCLUSION

The satisfaction level of using electronic medical records at Ujung Batu awal Bros Hospital was quite good, from the very satisfied and satisfied category show 86% even

though it did not reach the target expected by the hospital, which was 90%. It is necessary to improve the system and network to improve the obstacles experienced by medical staff during the use of electronic medical records so that the acceleration of services to patients runs well.

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