

**FAKULTAS ILMU KESEHATAN  
UNIVERSITAS SILIWANGI TASIKMALAYA  
PROGRAM STUDI KESEHATAN MASYARAKAT  
PEMINATAN PROMOSI KESEHATAN  
2025**

**ABSTRAK**

**NURUL AZIZAH**

**ANALISIS FAKTOR YANG MEMPENGARUHI IMPLEMENTASI  
REKAM MEDIS ELEKTRONIK DI RUMAH SAKIT UMUM PERMATA  
BUNDA KOTA TASIKMALAYA**

Penerapan Rekam Medis Elektronik (RME) merupakan salah satu bentuk kemajuan teknologi di bidang pelayanan kesehatan, sebagaimana diatur dalam Permenkes RI Nomor 24 Tahun 2022. Peraturan ini mewajibkan seluruh fasilitas pelayanan kesehatan mengimplementasikan RME paling lambat 31 Desember 2023 guna mendukung integrasi data kesehatan nasional. RSUD Permata Bunda telah menerapkan RME sejak akhir 2023, namun baru mencapai 70% di unit rawat jalan, sedangkan unit rawat inap, IGD, dan unit penunjang belum sepenuhnya menggunakan RME. Penelitian ini bertujuan menganalisis faktor-faktor yang memengaruhi implementasi RME berdasarkan teori implementasi kebijakan George C. Edward III, yang mencakup struktur birokrasi, komunikasi, disposisi, dan sumber daya. Penelitian menggunakan metode kualitatif deskriptif dengan sembilan informan, terdiri atas dua informan kunci, enam informan utama, dan satu informan pendukung. Data dikumpulkan melalui wawancara mendalam, observasi, telaah dokumen, dan dokumentasi, kemudian dianalisis melalui reduksi, penyajian, dan penarikan kesimpulan. Hasil menunjukkan implementasi RME di RSUD Permata Bunda belum optimal. Struktur birokrasi belum memiliki SOP lengkap, komunikasi cukup optimal, namun belum merata penyampaiannya. Disposisi cukup optimal namun masih perlu peningkatan dukungan sumber daya. Serta sumber daya dari aspek staf sudah memadai namun dari aspek sarana prasarana belum optimal. Rumah sakit disarankan untuk mempercepat pembuatan SOP khusus RME, mengadakan pelatihan pada staf baru serta refreshing training pada staf lama, dilakukan evaluasi rutin pada komputer, software, jaringan yang mendukung kelancaran penggunaan RME lalu dilakukan pembaharuan secara berkala.

**Kata Kunci** : Implementasi, Rekam Medis Elektronik, RME, SOP, SDM

**FACULTY OF HEALTH SCIENCES  
SILIWANGI UNIVERSITY TASIKMALAYA  
PUBLIC HEALTH STUDY PROGRAM  
HEALTH POLICY ADMINISTRATION  
2025**

**ABSTRACT**

***NURUL AZIZAH***

***ANALYSIS OF FACTORS AFFECTING THE IMPLEMENTATION OF  
ELECTRONIC MEDICAL RECORDS AT PERMATA BUNDA GENERAL  
HOSPITAL IN TASIKMALAYA CITY***

The implementation of Electronic Medical Records (EMR) is one form of technological advancement in healthcare services, as regulated in Indonesian Ministry of Health Regulation Number 24 of 2022. This regulation mandates that all healthcare facilities implement Electronic Medical Records (EMR) by December 31, 2023, at the latest, to support the integration of national health data. Permata Bunda Hospital has implemented RME since the end of 2023, but it has only reached 70% in the outpatient unit, while the inpatient unit, emergency room, and support units have not fully adopted RME. This study aims to analyze the factors influencing the implementation of RME based on George C. Edward III's policy implementation theory, which includes bureaucratic structure, communication, disposition, and resources. The research used a descriptive qualitative method with nine informants, consisting of two key informants, six main informants, and one supporting informant. Data was collected thru in-depth interviews, observations, document review, and documentation, and then analyzed thru reduction, presentation, and conclusion drawing. The results show that the implementation of RME at Permata Bunda General Hospital is not yet optimal. The bureaucratic structure lacks complete SOPs, communication is quite optimal but not evenly distributed. Disposition is quite optimal, but still needs increased resource support. And while the resources in terms of staff are adequate, they are not yet optimal in terms of facilities and infrastructure. Hospitals are advised to expedite the creation of specific RME SOPs, conduct training for new staff and refresher training for existing staff, perform routine evaluations of computers, software, and networks that support the smooth use of RME, and then update them periodically.

Keywords: Implementation, Electronic Medical Records, EMR, SOP, Human Resources