

SWOT ANALYSIS OF THE APPLICATION OF ELECTRONIC MEDICAL RECORDS

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A B S T R A C T

The author discovered that, as of January 2023, the medical record system at Buton District Hospital had changed from a manual to an electronic one, particularly with regard to outpatient registration. The purpose of this study is to apply the SWOT method to examine the adoption of electronic medical records. This study employs a descriptive methodology along with a qualitative approach. The registration officer and the head of medical records served as the study's subjects. The electronic medical record system is the subject of this study. In this study, documentation studies, interviews, and observation are the approaches used to acquire data. the strength (strength) of the SIMRS GOS application, the willingness of human resources to implement electronic medical records, and the leadership support in implementing electronic medical records to improve patient care. These are the findings of this research regarding the SWOT Analysis of the Implementation of Electronic Medical Records. The lack of SOPs pertaining to electronic medical records, the unfulfilled IT infrastructure, the lack of specialized training for physicians regarding the implementation of electronic medical records, and the ongoing requirement for IT personnel to support the system are all considered weaknesses in the implementation of electronic medical records. Possibilities include simpler information retrieval, streamlined service procedures, and simplified officer work. Dangers (threats) include data loss if the device is not updated, corruption in the system, and difficulty processing services in the event of a power outage or server issue.

INTRODUCTION

A hospital is a medical institution that provides complete and personalized medical services and provides hospital, outpatient, and emergency services. The Pankasilla-based hospital is based on the values of humanity, ethics and professional protection, social protection, justice, equality and non-discrimination, equality, equality, equality, equality, equality, equality and safety. There are patients and social functions (Law N°44 of 2009).

Ease of access to health services is a real need for the community and hospitals to ensure that the community receives health services that suit their needs while ensuring the quality and standards of hospital services. Hospitals are one of the service industries that implement policies related to socio-economic functions, and their efficiency contributes significantly to the survival of hospitals. Hospitals often require management to stop operations in order to achieve hospital performance levels, so they often face obstacles (operational costs and capital costs) (DIBA, 2018).

Medical records can be in the form of archives that contain the patient's personality, examinations, treatments, methods and other administrations given to the patient. An electronic welfare list can be in the form of a welfare list made using an electronic system that aims to maintain medical records (Welfare Supervision Regulation Number 24 of 2022). These electronic therapy devices empower proactive healthcare providers to deliver the right healthcare services to patients and reduce the likelihood of recovery errors. Another important thing is that it is believed to be able to offer assistance to clinic supervisors in recording various important information such as specialist visits, treatment accuracy, etc., thereby saving time and costs and avoiding duplication of information (Soraya et al., 2022).

Restoration records are an important component in clinical administration (Juliani, 2016), and all health administrations are required to keep restorative records, both manual and electronic (Welfare

Office No. 24 of 2022). Recovery records have a fairly broad meaning and are not like combining persistent therapeutic records, but also registration forms to store all the data about the therapeutic services provided to patients by health specialists. In addition, restoration records can also be used as evidence of human assets in the therapeutic field (Nurazmi et al., 2020).

The supervision of the Indonesian Welfare Agency in 2022 aims to provide the validity or basis for monitoring electronic therapy documentation. Based on this approach, welfare offices should have a framework for recording welfare history electronically. This movement control will last until December 31, 2023. In addition, the Indonesian Welfare Office has had a command for 24 years to control the implementation of electronic medical records and electronic health services only.

The creation of SIMRS will not knock down the ancient strategies, but also regulate communication and its improvement, create a more efficient and unused flow of information and methods of preparing unused information that will allow for the precise and efficient dissemination of data, making it straightforward, instructive and successful. (Antik Pojihastuti et al., 2021; Rohmartun, 2023). From an authoritative point of view, electronic records serve as an electronic data store regarding the patient's well-being status and the care they receive throughout their lives. Another advantage of using electronic medical records is that it provides specialists and healthcare providers with access to calm data, which ultimately encourages clinical choice-making. Medical records are very important for doctors and specialist dentists in providing services to patients. Therefore, there is no reason for specialists not to keep therapeutic records.

Based on an initial survey in March 2024 at the BLUD of Buton Regency Hospital for Electronic Medical Records has been implemented in the outpatient unit, but this electronic medical record has not been fully implemented in all outpatient polyclinics. From the description above, the author is interested in conducting a research entitled "SWOT Analysis of the Implementation of Electronic Medical Records at BLUD Buton Regency Hospital in 2024".

METHODOLOGY

This study uses a qualitative method with a descriptive approach. The implementation of this research will start from April – July 2024. This research was conducted at the BLUD of Buton Regency Hospital in 2024. The subjects involved in this study are the Head of Medical Records, Medical Records Officer and Registration Officer. The object of research involved in this study is the medical record system in the BLUD outpatient unit of Buton Regency Hospital. The data collection technique in this study uses Observation, Interviews and Documentation Studies. The research instruments in this are in the form of observation sheets, interview sheets, stationery and voice recorders. The data validation technique uses triangulation techniques for testing or checking data from various sources.

RESULTS & DISCUSSION

Strength

Based on the results of research conducted at the BLUD of Buton Regency Hospital, information was obtained that the *Strength* (strength) in the implementation of electronic medical records, namely the availability of the SIMRS GOS application, and the willingness of human resources in the implementation of electronic medical records, and leadership support in the implementation of electronic medical records so that services to patients are more optimal.

Agreeing with David R. (2005), quality is an asset, namely the capacity, ability and focal point of a company in maintaining relationships with its competitors. Fatima (2016) explained that control is the state of having control in an organization or trade. Quality is an exceptional talent or attraction that a company possesses. These qualities are an added value or comparative advantage of an organization and start to increase when an organization has something unique that makes it superior to its competitors and satisfies its partners and clients. For an industry, recognizing the core strengths of an organization is the main step or stepping stone to a quality organization. Understanding your qualities can be a big step towards trading progress. Once you understand the qualities of your organization, the next challenge is to maintain and strengthen the qualities that make your organization strong.

This research is in line with previous research which shows that one of the drivers of the progress of electronic medical records is Prasetya (2009) also stated that the proximity of SIMRS brings a difference in the preparation of tranquility treatment, both in information collection. and a quiet care

registration form. . Simra currently has important things like filling, registration, supervision of multiple reports, etc. Simra has also started the delivery of information for OPDs. This could be a pioneer in the advancement of electronic medical records. Data frameworks play a very important role in the trading process of an organization.

Weaknesses

Based on the results of research conducted at the BLUD of Buton Regency Hospital, information was obtained that the *weakness* (weaknesses) in the implementation of electronic medical records are that there is no SOP related to electronic medical records, IT infrastructure has not been fulfilled, there is no special training for doctors related to the implementation of electronic medical records and still needs staff in the IT sector to support the electronic medical record system.

Agreeing with David and R 2005, the limited assets of a company, both in terms of ability and work, can be a weakness that specifically reduces the efficiency level of the company. These disadvantages include a poor environment and a lack of financial resources.

Agreeing with Fatima (2016), a shortage is the lack of a country or another company. Actually, weaknesses are something that cannot be avoided in the world of commerce, but what is more important is how an organization establishes an approach to minimize these weaknesses or discard existing weaknesses. Bias also turns flaws into qualities that other companies don't have. These shortcomings can be in the form of weak facilities or frameworks, the quality or competence of organizational representatives, customer uncertainty, the products produced do not meet customer needs, the world of commerce or other business worlds, and so on. variables that exist in the organization. This research is in line with previous research which stated that one of the weaknesses of open healing centers is regarding the foundation, this was further revealed by Dr. Soeraj Tirtnegoro Klaten from SRUP (Kartika, 2014).

Opportunities (Opportunity)

Based on the results of research conducted at the BLUD of Buton Regency Hospital, information was obtained that the *Opportunities* (opportunity) in the implementation of electronic medical records at BLUD Buton Regency Hospital, namely easier information retrieval and service processes and easier work of officers.

According to Fatima (2016), opportunity is an external environmental condition of an organization that can bring benefits and can also be used as a weapon to advance a business or organization. Comparing the internal analysis of a company or organization (strengths and weaknesses) with the internal analysis of other competitors will tell you which external factors can be used as opportunities. Because many items available as opportunities need to be sorted by probability of success (probability of success), not all opportunities will materialize to their goals.

Threats (Threat)

Based on the results of research conducted at the BLUD of Buton Regency Hospital, information was obtained that the *Threats* (threat) in the application of electronic medical records, namely if the device is not updated, data loss if there is a corruption in the system and when the lights go out or the server has problems, it will be difficult for the service process.

According to David & R 2005, a threat is something that adversely affects the company and significantly disrupts the company's current or desired position. According to Fatima (2016), this threat is the opposite of opportunity. A threat is an external condition that can interfere with the functioning of an organization or business. Threats can include environmental influences that are detrimental to an organization. If these threats are not addressed immediately, they will have long-term impacts that hinder your organization from achieving its vision and mission. Threats can be identified based on the scope (severity) of the attack and the likelihood of an attack. Occurs (probability).

This study discusses the threats faced by the Yoga Medical Record Hospital to facilitate the development of other DSE hospitals. Several other hospitals in Yogyakarta have developed electronic medical records. A study conducted in Kuwait found that a total of 96.5% of patients were satisfied with

the services provided through standard electronic health records (Al-Azmi, 2006) This means that the implementation of EMR will also improve patient satisfaction.

Research by Marcus (2010) also shows that unconventional medical record standards at Panti Rapi Hospital Yogyakarta help improve the quality of service. In this context, the development of RME in several hospitals in Yogyakarta is a threat to the Yogyakarta City Hospital if further planning and development are not carried out. Another threat is a change in patient perception of hospital services. A study by AL-AZMI (2009) showed that the implementation of EMR improves overall patient satisfaction. However, research conducted by Al-Azmi (2006) shows that although overall satisfaction with public services in general is low, some satisfaction items show values as low as 46.5%. Doctors said their satisfaction with the surgery was low. This is also a threat to Yogyakarta Hospital which treats middle-class patients.

CONCLUSION

Based on research conducted at BLUD Buton Regency Hospital on SWOT Analysis of the Implementation of Electronic Medical Records, which is related to aspects of *Strength* (strength) is the availability of the SIMRS GOS application, and the willingness of human resources in the implementation of electronic medical records, and leadership support in the implementation of electronic medical records so that services to patients are more optimal. *Weaknesses* (weaknesses) in the implementation of electronic medical records are that there is no SOP related to electronic medical records, IT Infrastructure has not been fulfilled, there is no special training for doctors related to the implementation of electronic medical records and still needs staff in the IT field to support the electronic medical record system. And related *Opportunities* (opportunities) are easier information retrieval and service processes and easier work for officers. And for the aspect *Threats* (threat) if the device is not updated, data loss if there is corruption in the system and when the lights go out or the server has problems, it will be difficult for the service process

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