



Electronic Medical Record Success Rates using Information System Success Model at Hermina Hospital Sukabumi

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INTRODUCTION

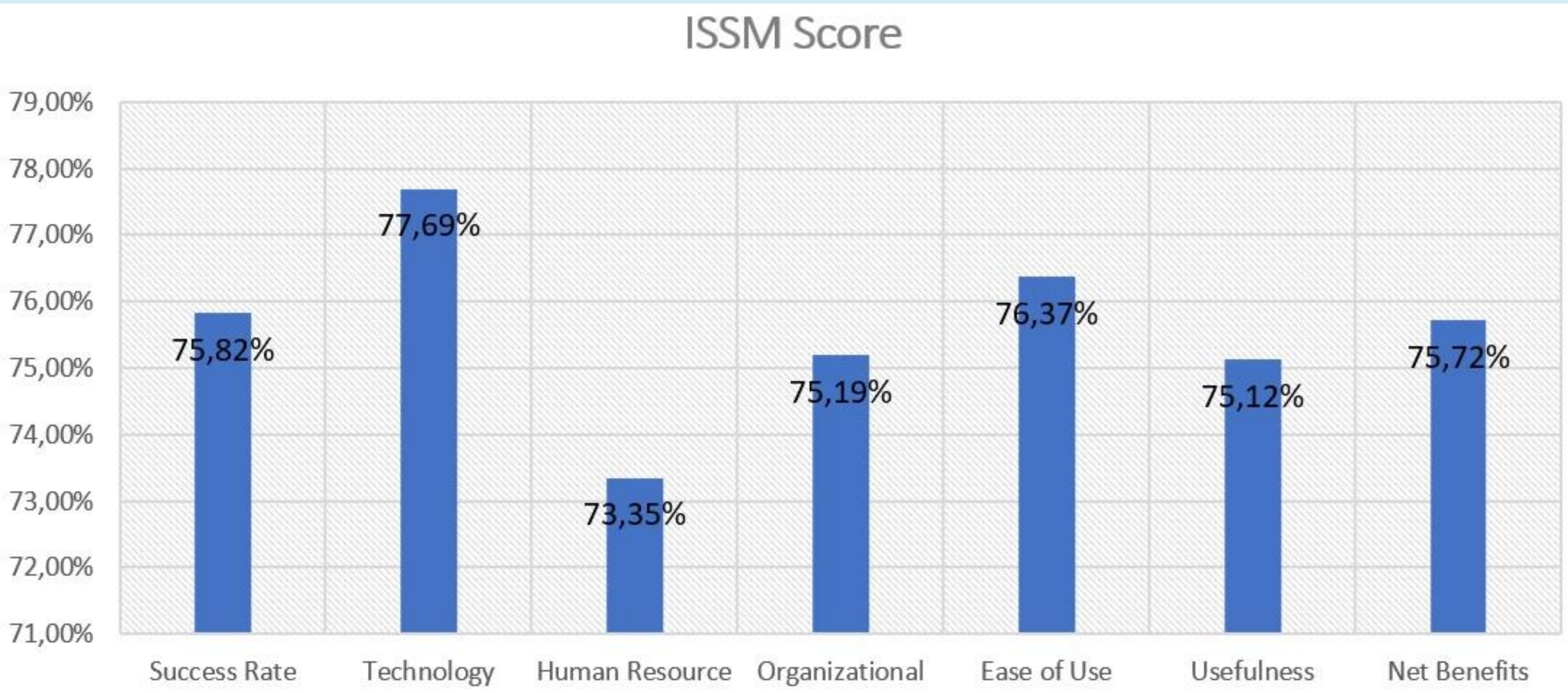
Electronic Medical Records (EMRs) are newly adopted in Hermina Hospital Sukabumi to improve patient care and enhance clinical workflows. However, implementing these systems in our hospital requires evaluation and improvement.

AIM

This mixed methods study aimed to investigate the success rates of EMRs using the Information System Success Model at Hermina Hospital Sukabumi, Indonesia.

RESULTS

Quantitative Analysis



- Respondents included 99 nurse practitioners and nine head nurses
- Distribution across units: 12 in Intensive Care, 15 in Emergency, 7 in Delivery Room, 22 in Operating Room, 33 in Inpatient Care, 94 in Outpatient Unit
- Majority of respondents held undergraduate degrees and had 1-3 years of work experience
- ISSM questionnaire resulted in a **75.82%** EMR success rate among 108 participants
- ISSM scoring per factor: Technology (77.69%), Human Resources (73.35%), Organizational (75.19%), Ease of Use (76.37%), Usefulness (75.12%), and Net Benefit (75.72%)
- Regression Analysis: Each factor significantly influenced the EMR success rate ($P < 0.05$)

Qualitative Analysis

Technology	Respondents appreciate RME's anytime, anywhere access. However, they recommend better integration within the HINAI system for a more user-friendly experience
Human Resources	Initial RME implementation caused stress, but over time, respondents became satisfied and proud of using RME
Organizational	Leadership support has been strong, and training was adequate. However, respondents noted a lack of retraining for updates to the RME
Ease of Use	Respondents find RME easy to use, provided that all forms are incorporated into the electronic medical record software system
Usefulness	Respondents believe that integrating all forms as fill-forms into the system will boost RME's utility in increasing work speed and productivity
Net Benefits	Respondents confirmed no patient safety incidents caused by RME. However, RME usage has not yet effectively reduced waste or decreased overtime and unit costs

METHODS

- Selected a sample of 108 nurses from Hermina Hospital Sukabumi
- Used stratified and purposive sampling methods, including one head nurse per unit
- Employed Information Success System Model (ISSM) for **quantitative** data collection
- Semi-structured interviews among nursing staff of EMR implementation to gather **qualitative** information

CONCLUSIONS

- The study revealed a high EMR success rate as per ISSM model scoring
- Each contributing factor also demonstrated high success rates
- Identified some elements of the EMR system not fully integrated
- Lack of full integration led to difficulties for nurses and additional time-consuming steps
- Suggested improvements in system integration to boost overall EMR implementation success

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