

EVALUATION OF THE IMPLEMENTATION OF E-PUSKESMAS FOR OUTPATIENT REGISTRATION BASED ON THE HOT-FIT METHOD AT THE TUREN PUBLIC HEALTH CENTER

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ABSTRACT

The implementation of the e-Puskesmas system is a web-based and mobile system that supports the services and management of Puskesmas from registration to reporting to the Health Office and is integrated using an information system. One of the system evaluations is the HOT-FIT Method, namely: Human, Organization, Technology and Benefit. Based on the researcher's experience when conducting Field Work Practices, it is known that the Turen Puskesmas, Malang Regency has implemented e-Puskesmas. This study uses qualitative research using a descriptive research design. The results of the study in the form of interviews with 3 outpatient registration officers at the Turen Puskesmas concluded that the E-Puskesmas Application still does not have a feature for providing signatures either digitally or scanned signatures and also uses one account for all e-Puskesmas users, the Turen Puskesmas does not have an e-Puskesmas SOP, Officers easily adapt to the e-Puskesmas system because of its simple interface, the benefits of the application for performance efficiency at the Puskesmas are able to speed up services. Suggestions that can be given are improving training for e-health center users, preparing SOPs for e-health centers, developing an e-health center system so that it can help improve the quality of service to patients at the Turen Malang Health Center.

Keywords: E-Puskesmas, Evaluation, HOT-FIT