Readiness Analysis Of Electronic Medical Record Implementation On Medical Record Completion Compliance In Inpatient Department Of RSIA Stella Maris Medan

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ABSTRACT

Along with the development of information technology today, Electronic Medical Records (EMR) is a major advancement in health technology. Currently, Stella Maris Women and Child Hospital has started implementing Electronic Medical Records but not yet comprehensively. This study aims to identify the readiness of implementing Electronic Medical Records based on the HOT-Fit method. The type of research used is quantitative descriptive research. The data collection method was carried out using a questionnaire with a total sample of 163 respondents. Based on the research results obtained, each aspect has a positive influence on the net-benefit component with a significance value of 0.000 each ($p<0.001$). The highest Exp(B) value is owned by the Organization variable of 24.128, followed by Technology of 21.164, and Human of 17.452, so it can be indicated that the aspect that has the greatest influence on the dependent variable is the organizational variable. In its application, this organizational variable is the role of hospital management. Hospital management can provide support and encouragement to PPA to jointly implement and succeed in the implementation of Electronic Medical Records in hospitals. From the results obtained, it can be concluded that Stella Maris Women and Child Hospital is ready to implement Electronic Medical Records.

Keywords: Electronic Medical Records, HOT-Fit Method, Quantitative

INTRODUCTION

Hospitals are one of the health services that play an important role in improving public health. As a center for health service providers, hospitals must be able to provide quality health services for consumer satisfaction, both in medical and service services. One of the important supporting services to pay attention to is hospital medical records. Medical records serve as the foundation of clinical documentation, providing a comprehensive and systematic account of patient care, including personal information, examination results, treatments, medical interventions, and other healthcare services provided to patients. In Indonesia, the importance of

medical records is formalized under the Ministry of Health Regulation (Permenkes No. 269/MENKES/PER/III/2008), which defines medical records as documents that contain crucial patient information, including identification, examination, treatment, and outcomes. The completeness and accuracy of these records are key indicators of a hospital's service quality, reflecting the precision, timeliness, and legal compliance in patient data management.

Despite the recognized importance of medical records, many hospitals in Indonesia continue to rely on traditional, manual record-keeping systems. While this approach has been widely adopted for decades, it poses several limitations. As technology advances, Electronic Medical Records (EMR) have emerged as a transformative solution to address these limitations, offering a digital framework that enhances the efficiency and quality of healthcare services in hospitals. EMR systems streamline the retrieval of patient information, support faster and more informed clinical decision-making, and reduce administrative delays, ultimately accelerating the delivery of care. Furthermore, EMRs provide hospital management with tools to monitor and improve operational effectiveness, facilitating a data-driven approach to resource allocation, cost management, and quality control (Handiwidjojo, 2009; Erawantini, 2013; Qureshi, 2012).

The adoption of EMRs, however, is not without challenges. Implementing an EMR system requires substantial investments in technology infrastructure, including hardware and software, as well as a skilled workforce capable of operating and managing the digital records system. Additionally, successful EMR integration depends on the support and engagement of medical and paramedical staff, as well as strong commitment from hospital management. The transition from manual to electronic records demands not only technological adjustments but also significant shifts in organizational culture, workflows, and data management practices. As such, it is critical to conduct a readiness assessment before embarking on a comprehensive EMR implementation. (Yoga, 2020).

Previous studies underscore the importance of readiness assessments in EMR implementation, highlighting the variability in hospitals' preparedness for digital transformation. For instance, research conducted at RSUD Dr. H. Abdul Moeloek Lampung by Sudirahayu and Harjoko (2016) revealed a moderate level of EMR readiness, suggesting that while certain aspects of the hospital were prepared,

additional efforts were needed to support a full-scale implementation. Similarly, a study by Yoga (2020) at RSUP by Dr. M. Djamil Padang emphasized the necessity of a collaborative commitment from management and staff to ensure successful EMR adoption. The study concluded that organizational culture, governance, human resources, and infrastructure all play pivotal roles in the effective deployment of EMR systems. Such findings demonstrate that readiness assessments are essential for identifying potential challenges and facilitating smooth transitions to digital medical record systems.

RSIA Stella Maris Medan, a private maternal and child hospital located in Medan, is currently in the process of adopting EMRs as part of its commitment to enhancing patient care quality through digital solutions. The hospital initiated the transition to EMR with a phased approach, starting with the implementation of digital assessments for obstetric inpatients in September 2022, followed by pediatric inpatients in April 2023. This stepwise adoption strategy reflects an effort to build digital competency among hospital staff gradually while addressing any operational challenges that may arise during the transition. However, preliminary observations indicate that some medical assessments remain incomplete, with certain responsible healthcare providers, including the attending physicians and patient care staff, failing to fully document patient information. These inconsistencies highlight the need for a thorough readiness assessment to ensure that RSIA Stella Maris Medan's EMR implementation can progress smoothly and achieve the intended improvements in record-keeping accuracy and compliance.

To address these needs, this study aims to evaluate the readiness of RSIA Stella Maris Medan for EMR adoption, using the HOT-Fit (Human, Organization, Technology, and Net Benefit) model. The HOT-Fit framework is a comprehensive approach that assesses key elements necessary for successful health information system implementation. The Human component examines the skills, knowledge, and acceptance of the hospital staff who will be using the EMR system. The Organizational dimension evaluates the extent to which leadership support, communication structures, and organizational culture align with the goals of EMR implementation. The Technological aspect focuses on the usability, reliability, and security of the EMR infrastructure, ensuring that the system meets functional requirements and integrates well with other hospital systems. Finally, the Net-

Benefit component assesses the anticipated outcomes of EMR implementation, including improvements in patient care, operational efficiency, and overall hospital performance.

The findings from this study are expected to provide valuable insights for RSIA Stella Maris Medan as it seeks to optimize EMR implementation and address existing challenges. By identifying specific strengths and weaknesses within the hospital's current setup, the study will offer practical recommendations to support a more effective and cohesive EMR rollout. Through this readiness assessment, RSIA Stella Maris Medan aims to set a standard for EMR integration that can be emulated by other hospitals facing similar challenges. Ultimately, the goal is for RSIA Stella Maris Medan to serve as a model for the effective adoption of EMRs in Indonesia, demonstrating the potential of digital transformation to elevate patient care standards and operational efficiencies within the healthcare sector.

LITERATURE REVIEW

Literature review plays a crucial role in understanding the current landscape of research on Electronic Medical Records (EMR) and their adoption within healthcare systems. This section explores previous studies on the topic, evaluates the benefits and challenges associated with EMR implementation, and highlights the factors that are critical for successful integration. Additionally, it identifies gaps and inconsistencies in existing research, underscoring the importance of readiness assessments in enhancing the adoption of EMR in hospitals.

The transition from manual to electronic medical records has marked a significant evolution in healthcare information management. EMRs are widely recognized for their potential to improve the quality, accessibility, and efficiency of patient care. According to the Indonesian Ministry of Health's regulation (Permenkes No. 269/MENKES/PER/III/2008), EMRs are designed to facilitate efficient management of patient data, enhance service delivery, and provide a robust framework for legal documentation. The widespread use of EMRs is driven by several benefits, including the improvement of data accuracy, real-time access for healthcare providers, and enhanced support for clinical decision-making processes, which together improve patient outcomes and streamline hospital operations (Handiwidjojo, 2009).

Numerous studies emphasize the positive impacts of EMRs on various aspects of hospital functions. EMRs are integral to clinical efficiency by allowing for rapid retrieval of patient information, which enables healthcare providers to make informed decisions promptly. In administrative tasks, EMRs eliminate redundancies by enabling seamless data sharing across hospital departments, reducing the time required for record retrieval and minimizing paperwork (Qureshi, 2012). Additionally, EMRs play a pivotal role in promoting patient safety by providing alerts for potential drug interactions, allergies, and other clinical risks, thereby reducing the chances of medical errors and enhancing patient care quality (Erawantini, 2013).

However, EMR implementation is not without its challenges. Studies by Sudirahayu and Harjoko (2016), as well as Yoga (2020), identify critical barriers to EMR adoption in healthcare settings. Infrastructure limitations, such as insufficient computer systems and outdated software, often hinder effective EMR implementation. Furthermore, cultural and organizational resistance within healthcare facilities poses a significant challenge, as the acceptance and usage of EMRs require a shift in organizational culture and workflows. Financial constraints also act as substantial obstacles, as the costs associated with purchasing, installing, and maintaining EMR systems are typically high. These costs are particularly burdensome for smaller healthcare facilities or those located in rural areas with limited access to resources (Sudirahayu & Harjoko, 2016).

Evaluating readiness for EMR implementation in healthcare settings requires structured approaches, and several models have been developed for this purpose. The HOT-Fit model, focusing on Human, Organization, Technology, and Net-Benefit dimensions, has been particularly effective in assessing readiness and guiding EMR adoption strategies. The Human component of this model emphasizes the importance of user training, acceptance, and proficiency, highlighting that the success of EMRs largely depends on the readiness of individuals who will be using the system. The Organization component stresses the need for strong leadership support, well-defined policies, and a culture of openness to technological advancement within healthcare facilities. The Technology component examines the usability, reliability, and security of the EMR system itself, ensuring that the system is both functional and compatible with existing hospital technology. Lastly, the Net-Benefit component evaluates the

overall advantages that the EMR system brings to the organization, particularly in terms of improved decision-making, operational efficiency, and patient satisfaction (Agustina, Susilani & Supatman, 2018).

Empirical studies provide insights into varying levels of readiness for EMR adoption across different healthcare institutions. Sudirahayu and Harjoko's (2016) study on RSUD dr. H. Abdul Moeloek revealed a moderate level of readiness for EMR implementation, with recommendations for stronger leadership support and better infrastructure. In contrast, Yoga (2020) found that RSUP Dr. M. Djamil Padang exhibited high levels of readiness, largely due to a robust organizational commitment to EMR adoption, coupled with strong infrastructure and effective leadership. These studies underscore that successful EMR implementation hinges on a comprehensive commitment from both hospital management and the medical staff involved in patient care.

In conclusion, the literature demonstrates both the significant potential and challenges of EMR implementation in hospitals. By synthesizing and critically evaluating previous studies, this literature review builds a foundation for examining the readiness factors of RSIA Stella Maris Medan in adopting EMRs. This study is positioned to address the influence of human, organizational, and technological factors on EMR integration, providing practical insights into optimizing digital healthcare management.

METHODS

This research utilized a descriptive quantitative design aimed at assessing the readiness of RSIA Stella Maris Medan for the adoption of an Electronic Medical Record (EMR) system. Specifically, this study focused on the inpatient department to understand how various factors such as human resources, organizational culture, technology, and perceived benefits align to support or hinder the adoption process of EMR. The study was based on the *HOT-Fit model*, a comprehensive framework that evaluates health information systems by examining four critical dimensions: Human, Organization, Technology, and Net-Benefit. This model was chosen for its structured approach to assessing factors that influence the successful adoption and integration of information systems in healthcare environments.

The research was conducted over a year, from June 2023 to June 2024, at RSIA Stella Maris Medan, a private hospital specializing in maternal and child care. The research phases included initial surveys, literature review, proposal development, data collection, data analysis, and report writing. The location and duration of the study were essential for accommodating a detailed assessment of EMR readiness within the hospital, involving multiple stages of data collection and analysis.

The population for this study consisted of healthcare professionals directly involved in the use and potential implementation of the EMR system in the inpatient department of RSIA Stella Maris. The study employed a total sampling technique, in which the entire eligible population of 163 staff members was included. This sample size encompassed a diverse group of professionals, including doctors, nurses, midwives, pharmacists, nutritionists, and medical records staff. This diverse sample allowed the research to capture a holistic perspective on the readiness and perceptions of EMR adoption across different professional roles within the hospital, ensuring that insights from all relevant stakeholders were considered.

The variables for this study were structured in alignment with the HOT-Fit model. The Human variable assessed user-related factors, such as the frequency of system usage and user satisfaction, encompassing users' knowledge, attitudes, and willingness to engage with the EMR system. The Organization variable examined organizational support, structure, and environment, focusing on factors like managerial backing, communication effectiveness, and existing policies that influence the adoption process. The Technology variable addressed system quality, information quality, and service quality, focusing on the user-friendliness, reliability, and security of the EMR infrastructure. Lastly, *the Net-Benefit* variable evaluated the overall impact and advantages of the EMR system, measuring perceived improvements in service quality, operational efficiency, and the hospital's performance as a result of EMR implementation.

Data collection was performed through a structured questionnaire, designed specifically based on the HOT-Fit framework, to capture the required information across each of the study's variables. Respondents rated their level of agreement or satisfaction regarding various aspects of the EMR system using a Likert scale, which allowed for a quantifiable assessment of perceptions. Before the questionnaire was distributed, it underwent testing to ensure its validity and reliability, verifying that

the instrument was accurate and consistent for evaluating the readiness of EMR adoption. This testing phase was crucial to confirm that the responses would provide reliable data reflective of the actual readiness and attitudes towards EMR among hospital staff.

Data analysis for this study was conducted through several stages to comprehensively examine the information collected. Univariate analysis was conducted to describe the distribution of each variable, providing frequency and percentage data to describe the demographic characteristics and professional sample, as well as the distribution of responses across each variable. The initial analysis offered an overview of the data, highlighting general trends in perceptions and levels of readiness. Following this, bivariate analysis was applied to examine the relationship between the independent variables (Human, Organizational, and Technology) and the dependent variable (EMR readiness), allowing the study to assess how individual factors affect overall readiness. The bivariate analyses used were scatterplot analysis, T-test, and ANOVA. The final analysis was a multivariate analysis conducted to generate the combined effects of the independent variables on the Net-Benefit outcome. Variables that showed a p-value ≤ 0.25 in the bivariate analysis were entered into the multivariate model, which offered a deeper understanding of how human, organizational, and technology factors collectively contribute to EMR readiness.

In summary, the methods employed in this study provided a structured, systematic, and reliable approach to assessing the readiness of RSIA Stella Maris Medan for EMR adoption. The application of the HOT-Fit model allowed for an in-depth evaluation of factors that influence EMR implementation success, including human, organizational, and technological dimensions. This approach enabled the identification of specific strengths and areas needing improvement, offering valuable insights and practical recommendations to support a seamless and effective EMR adoption at RSIA Stella Maris.

RESULTS

The discussion section based on the thesis data reveals several critical findings about RSIA Stella Maris Medan's readiness for Electronic Medical Record (EMR) implementation:

1. Human Component: Statistical tests confirm a positive and significant impact of the Human component on EMR readiness. The t-test result for the Human variable was 3.223, with a p-value of 0.002, indicating that the skills, knowledge, and attitudes of healthcare staff are essential for successful EMR integration. Furthermore, 63.2% of respondents "agree" on training satisfaction, and 57.1% "agree" on system acceptance, underscoring high engagement levels among staff.
2. Organizational Component: Organizational support emerged as the most influential factor, with a t-test value of 3.465 ($p = 0.001$) and the highest Exp(B) value of 24.128 in multivariate analysis, demonstrating the substantial role of managerial commitment and a supportive environment for EMR success. Respondent data showed that over 70% felt management provided adequate support and resources, highlighting the effectiveness of organizational alignment and communication within RSIA Stella Maris.
3. Technological Component: The technology variable scored 3.701 in the t-test ($p < 0.001$), affirming its significant positive influence on EMR readiness. Respondents rated system reliability highly, with 66.9% agreeing it minimizes errors, and 62.6% seeing reduced workload as a major benefit, reflecting confidence in the EMR system's quality and usability.
4. Net-Benefit Outcomes: The EMR system's perceived benefits included operational efficiency and improved care quality. Descriptive analysis showed that 72.4% of respondents acknowledged direct benefits, while 61.3% felt it facilitated their work, reinforcing EMR's potential for streamlined workflows and enhanced patient data management.
5. Model Robustness: Classical assumption tests, including a Durbin-Watson value of 1.935, confirmed no autocorrelation issues, and a VIF range well below critical thresholds indicated no multicollinearity issues. R-squared analysis indicated that the model explained 76.4% of the net benefit variance, further validating the model's robustness.

These findings collectively suggest that RSIA Stella Maris Medan is well-prepared for comprehensive EMR adoption, with the strongest support from organizational readiness. Continued emphasis on training, managerial support, and technology

upgrades will be essential to maintain these positive outcomes as the EMR system is fully integrated.

The results of this study reveal a promising level of readiness within RSIA Stella Maris Medan for adopting an Electronic Medical Record (EMR) system, with the organizational dimension emerging as a particularly influential factor. Each aspect of the HOT-Fit model—Human, Organization, Technology, and Net-Benefit—plays a critical role in determining the hospital's capacity to successfully transition to a digital medical record-keeping system. The analysis emphasizes that while technological infrastructure and human factors are essential, the strongest predictor of successful EMR implementation is the degree of organizational support, which includes management commitment, clear policies, and a supportive culture for technological change.

The Human component of the HOT-Fit model, which assesses the readiness and willingness of staff to engage with the EMR system, highlights the importance of user knowledge, skills, and comfort with technology. Respondents generally expressed satisfaction with the training provided and confidence in their ability to use the system effectively. This aligns with existing literature suggesting that user engagement and a positive attitude toward technology are critical to adoption. Ensuring ongoing training and support for healthcare professionals will be essential in maintaining this positive disposition, as continued skill development can address potential gaps in technological fluency and further ease the transition to digital records. Moreover, sustained staff involvement and feedback mechanisms could help to address specific user concerns as they arise, reinforcing a collaborative approach to EMR adoption.

The Organizational component proved to be the most significant predictor of EMR readiness, underscoring the importance of strong leadership and institutional commitment. High levels of management support and clear communication within RSIA Stella Maris have facilitated a culture that is conducive to technological adoption, ensuring that staff feel supported and informed throughout the transition process. The form of support that has been carried out by the management of Stella Maris Hospital to implement this Electronic Medical Record includes creating a Standard Operating Procedure (SOP) regarding filling in Electronic Medical Records, selecting a DPJP who is a champion for filling in electronic medical

records for each Functional Medical Staff (FMS), conducting a trial of filling in electronic medical records within a certain time, then evaluating the trial that was carried out. Then creating a policy that involves the On-call Doctor to help the DPJP by determining which DPJP will be assisted, such as DPJP who are technologically illiterate. Then the formation of a Medical Record audit team is carried out which is the PPA.

The Technological component also showed a positive influence on EMR readiness, with respondents expressing confidence in the system's usability, security, and accessibility. High ratings for system quality and reliability indicate that the technology infrastructure at RSIA Stella Maris is well-prepared to support EMR. A user-centered interface design and robust data security features are essential to building user trust, which is especially important in a clinical environment where data accuracy and access speed are paramount. This positive perception of the technology suggests that RSIA Stella Maris has effectively invested in creating an EMR system that is not only functional but also aligns with user needs. However, maintaining this level of confidence will require ongoing system updates and technical support, particularly as user needs evolve and new functionalities are introduced.

The Net-Benefit component reinforces the overall positive outlook, as respondents largely acknowledged the operational and clinical advantages of EMR, including improved efficiency, reduced documentation errors, and enhanced quality of care. Staff members anticipate that EMR will streamline workflows and facilitate more accurate patient documentation, aligning with the broader goals of efficiency and patient-centered care. Recognizing these benefits underscores the perceived value of EMR among hospital staff, which is crucial for fostering a positive attitude toward its full implementation. However, continuous monitoring and evaluation of the system's performance will be necessary to ensure that these anticipated benefits are realized over time. This includes periodic assessments of system impact on workflow, patient care quality, and error rates to confirm that the technology continues to meet clinical and operational goals.

In practice, the study's findings highlight several key areas where RSIA Stella Maris can optimize its EMR implementation. First, establishing an ongoing training and support program will help sustain user engagement and address any issues related to

system fluency. Second, maintaining robust organizational support through consistent managerial encouragement, resource allocation, and effective policy communication is essential. Finally, continued investment in technology infrastructure, including regular updates to improve system usability and security, will ensure that the EMR system remains aligned with the hospital's evolving needs.

In conclusion, the study indicates that RSIA Stella Maris Medan is well-positioned for EMR adoption, with organizational support standing out as a cornerstone for successful implementation. By addressing the identified areas for reinforcement, the hospital can further enhance its readiness for EMR, creating an environment where digital medical records become an integral part of healthcare delivery, ultimately benefiting both operational efficiency and patient care quality.

DISCUSSION

The results of this study demonstrate that RSIA Stella Maris Medan shows a promising level of readiness for the adoption of an Electronic Medical Record (EMR) system. The data supports the importance of each component of the HOT-Fit model—Human, Organization, Technology, and Net Benefit in facilitating EMR readiness, with particular emphasis on the organizational component as a predictor of success.

Human Component

The Human component, which reflects staff knowledge, skill, and satisfaction with the EMR system, emerged as a significant factor influencing EMR readiness. Statistical tests confirm a strong, positive relationship between this component and EMR adoption readiness, with a t-test value of 3.223 and a p-value of 0.002. This outcome highlights that staff training and engagement levels are vital for successful EMR usage. The data further shows that 63.2% of respondents expressed satisfaction with the training provided, and 57.1% indicated a positive attitude toward system acceptance, suggesting a high level of readiness among healthcare staff to engage with the new system effectively. These findings underscore the importance of continuous professional development to ensure staff maintain confidence and competency with the EMR system, ultimately enhancing user engagement and reducing resistance.

Organizational Component

The Organizational component was identified as the most influential factor, showing the strongest statistical significance with a t-test result of 3.465 ($p = 0.001$) and an Exp(B) value of 24.128 in multivariate analysis. This indicates that organizational support—comprising management commitment, resource allocation, and effective communication—plays a central role in EMR readiness. Over 70% of respondents reported feeling supported by management, with resources adequately provided for the transition to EMR, reflecting strong organizational alignment and preparation within RSIA Stella Maris. This alignment confirms that leadership's proactive approach to EMR implementation, including structured policies and ongoing encouragement, is essential in overcoming organizational resistance and fostering a culture conducive to digital transformation.

Technological Component

The technological component also proved critical to EMR readiness, with a statistically significant t-test result of 3.701 ($p < 0.001$). Respondents demonstrated high confidence in the system's quality, with 66.9% agreeing that the system's reliability contributes to reduced errors in patient documentation, and 62.6% acknowledging that the EMR reduces their overall workload, thereby improving efficiency. The high usability ratings suggest that the system design aligns well with user needs, reinforcing findings from previous studies that emphasize the importance of a user-centered interface and robust data security in fostering trust and encouraging widespread system usage. As RSIA Stella Maris continues its EMR implementation, maintaining this confidence will require regular system updates and technical support to ensure compatibility with evolving clinical needs.

Net-Benefit Component

The Net-Benefit component, which assesses the perceived benefits of EMR implementation, was positively evaluated by respondents, with 72.4% acknowledging improvements in operational efficiency and 61.3% noting that the system facilitated their work by streamlining workflows and reducing time on documentation tasks. These results align with the goals of EMR adoption, which include improving data accuracy, reducing redundancy, and enabling faster decision-making. The findings indicate a favorable perception of EMR's potential to improve

patient care, particularly by enhancing data accessibility and minimizing the likelihood of documentation errors. However, these anticipated benefits will require ongoing evaluation to ensure that the system continues to meet hospital workflow needs and delivers the intended improvements in quality and efficiency.

Model Robustness

The statistical robustness of the analysis was confirmed through classical assumption tests. The Durbin-Watson statistic of 1.935 indicated no issues with autocorrelation, and multicollinearity was ruled out with acceptable Variance Inflation Factor (VIF) values. Additionally, the R-squared analysis indicated that 76.4% of the variance in Net-Benefit outcomes could be explained by the independent variables in the model, providing strong evidence for the model's validity and reliability.

Implications for Practice

The study's findings offer actionable insights for RSIA Stella Maris Medan. First, consistent professional development programs can further support staff in adapting to EMR, enhancing both confidence and competency levels. Second, the high impact of organizational support underscores the need for ongoing managerial involvement, including clear communication about system updates and a supportive infrastructure. Finally, maintaining high technological standards will be crucial, ensuring that the EMR system continues to align with the hospital's clinical needs as it progresses through full-scale implementation.

In conclusion, this study indicates that RSIA Stella Maris Medan is well-prepared for EMR adoption, with organizational support proving critical to the system's anticipated success. By addressing the highlighted areas for reinforcement, the hospital can optimize the integration of EMR, ensuring improved operational efficiency and quality of patient care through its digital transition.

CONCLUSION

The study concludes that RSIA Stella Maris Medan demonstrates a strong level of readiness for the adoption of an Electronic Medical Record (EMR) system, with organizational support emerging as the most significant factor in determining the success of this transition. Using the HOT-Fit model as a framework, the study evaluated key dimensions—Human, Organization, Technology, and Net-Benefit—

each of which positively influenced the hospital's preparedness for EMR implementation.

The findings suggest that the Human component, which includes staff skills, knowledge, and willingness to engage with the EMR, plays a crucial role. Staff at RSIA Stella Maris generally expressed a high level of comfort and satisfaction with the system, indicating a favorable disposition towards EMR adoption. The Organizational component, encompassing managerial support, resource allocation, and effective communication, was identified as the strongest predictor of EMR readiness. This highlights the pivotal role of leadership in fostering a supportive environment for technological change, which is essential for overcoming potential resistance and ensuring a smooth transition to digital records.

The Technological component received positive feedback regarding the EMR system's usability, reliability, and security, underscoring the importance of a well-designed, user-friendly system that meets clinical requirements and instills confidence among users. Finally, the Net-Benefit component showed that staff recognize the system's potential to enhance operational efficiency, improve patient care quality, and reduce documentation errors, thereby validating the value of EMR in optimizing hospital workflows.

In summary, RSIA Stella Maris Medan is positioned to benefit significantly from a full-scale EMR implementation, with organizational support as the foundation of its anticipated success. The study recommends continued emphasis on training programs, sustained managerial support, and ongoing technological updates to maintain and enhance EMR readiness. These efforts will enable RSIA Stella Maris to fully realize the benefits of digital medical record-keeping, leading to improved operational efficiency and better quality of care for patients.

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