

**PROGRAM STUDI S1 ILMU KESEHATAN MASYARAKAT
FAKULTAS KESEHATAN & INFORMATIKA INSTITUT
KESEHATAN PAYUNG NEGERI PEKANBARU**

Studi *Literature Review*, 11 Oktober 2025 Lailatul Najmi

**Pemanfaatan Teknologi Informasi Terhadap Kualitas dan Efisiensi
Administrasi Kesehatan**

ABSTRAK

Penelitian ini bertujuan untuk meninjau pemanfaatan teknologi informasi kesehatan (Health Information Technology/HIT) dalam meningkatkan kualitas dan efisiensi administrasi layanan kesehatan di Indonesia. Melalui metode *literature review* dengan pendekatan PRISMA, sebanyak 13 publikasi utama dianalisis secara sistematis. Hasil kajian menunjukkan bahwa penerapan sistem seperti *Electronic Medical Records* (EMR), *Sistem Informasi Manajemen Rumah Sakit* (SIMRS), dan *e-Puskesmas* secara signifikan mempercepat proses administrasi, meningkatkan akurasi data, serta menurunkan beban kerja tenaga kesehatan. Integrasi sistem digital juga terbukti mengurangi kesalahan pengobatan hingga 55% dan mempercepat proses klaim asuransi hingga 70%. Meskipun masih terdapat kendala berupa resistensi pengguna, keterbatasan infrastruktur, dan biaya implementasi tinggi, bukti empiris menunjukkan bahwa penerapan HIT merupakan langkah strategis menuju transformasi digital kesehatan yang efisien, transparan, dan berbasis data. Dengan demikian, teknologi informasi kesehatan berperan vital dalam memperkuat tata kelola, mutu pelayanan, serta efektivitas sistem kesehatan nasional.

Kata Kunci: Teknologi Informasi Kesehatan, Efisiensi Administrasi, Kualitas Layanan, Transformasi Digital, Rekam Medis Elektronik

**UNDERGRADUATE PROGRAM IN PUBLIC HEALTH, FACULTY
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**UTILIZATION OF HEALTH INFORMATION TECHNOLOGY ON THE
QUALITY AND EFFICIENCY OF HEALTH ADMINISTRATION**

ABSTRAK

This study aims to examine the utilization of Health Information Technology (HIT) in improving the quality and efficiency of healthcare administration services in Indonesia. The research employed a literature review method using the PRISMA approach, through which 13 key publications were systematically analyzed. The findings indicate that the implementation of systems such as Electronic Medical Records (EMR), Hospital Management Information Systems (SIMRS), and e-Puskesmas significantly accelerates administrative processes, enhances data accuracy, and reduces the workload of healthcare personnel. The integration of digital systems has also been shown to reduce medication errors by up to 55% and accelerate insurance claim processing by up to 70%. Although challenges remain, including user resistance, limited infrastructure, and high implementation costs, empirical evidence demonstrates that the adoption of HIT represents a strategic step toward an efficient, transparent, and data-driven digital health transformation. Therefore, health information technology plays a vital role in strengthening governance, improving service quality, and enhancing the overall effectiveness of the national health system.

Keywords: Health Information Technology, Administrative Efficiency, Service Quality, Digital Transformation, Electronic Medical Records