**Electronic Using Public Service Innovation in Medical Records at Sayang Area Public Hospital Cianjur District**

**Aang Anwar Amin, Kamal Alamsyah, Ummu Salamah**

Pascasarjana Universitas Pasundan, Bandung, Indonesia

Email: aanganwaramin78@gmail.com

**Abstract**

This research aims to analyze the implementation and effectiveness of electronic-based public service innovations in medical records at Sayang Area Public Hospital, Cianjur District. The shift from manual to electronic medical record systems is expected to improve service quality, accuracy, and efficiency in healthcare administration. Using a qualitative descriptive method, data were collected through interviews, observations, and documentation. The research findings indicate that the implementation of Electronic Medical Records (EMR) at RSUD Sayang, Cianjur Regency, represents a public service innovation that positively impacts the efficiency and accuracy of patient data. This innovation is considered compatible with the needs of modern healthcare services, although it still requires adjustments in work culture and improvement in human resource competencies. The main challenges lie in the system’s complexity and the limited information technology infrastructure. However, the gradual trial process has facilitated adaptation, and the positive effects of EMR are becoming visible, particularly in terms of service speed and quality. This study also identifies a novelty aspect by integrating the dimensions of spirituality, responsibility, and synergy, as well as strengthening the initiative through the service motto: “Doctors, Nurses, and Midwives Ready to Serve Quickly – COURTEOUS AND FAST,” which supports the effectiveness of EMR implementation within the hospital environment.

**Keywords**: Public Service Innovation, Electronic Medical Records, Hospital Administration, Sayang Hospital, Health Information Systems.

1. **INTRODUCTION**

Healthcare services face numerous challenges, including increasing life expectancy, which tends to alter the pattern of population diseases, the need to maintain health resources, and the rapid advancement of medical science and healthcare services accompanied by growing consumer interest in accessing information through the internet (Hatta, 2008). In facing all these challenges, healthcare organizations must be able to operate their service systems efficiently and effectively.

According to the Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, a hospital is a health service institution that provides comprehensive individual health services, including inpatient care, outpatient care, and emergency services (Amran et al., 2022). Therefore, to improve hospital services, a good management system is required, starting from planning, organizing, and supervision processes to produce optimal service quality (Machmud, 2008). The quality of a hospital's services reflects all the systems operating within it. Furthermore, service quality also refers to the conformity of healthcare services with professional standards by utilizing existing resources efficiently so that all customer needs and the goal of achieving optimal health status can be realized (Suryantoko et al., 2020).

According to Dhewanto (2014), innovation in public services refers to the creation and implementation of processes, products, services, and delivery methods that result in significant improvements in efficiency, effectiveness, or quality of outcomes. Innovation in the public sector is intended to create breakthroughs and represent evaluations of past performance aimed at further improvement. Public service innovation must be carried out across all relevant aspects. Innovation must also adapt to existing conditions and significantly impact the needs of the community (Sururi, 2016). Suwarno (2008) states that innovation in the public sector is now a necessity to make services more accessible, affordable, equitable, and widely available.

In Indonesia, following regional autonomy, this change in the governance system was also followed by demands for improvements in the quality of services expected by the public. Providing high-quality public services is an obligation for every state administrator (Magdalena et al., 2024). Furthermore, public service innovation, according to Rogers in Hutagalung (2018), is a breakthrough in service types, whether in the form of original creative ideas or adaptations/modifications that benefit the public. Public service innovation does not necessarily mean creating something entirely new but can be a contextual new approach.

High-quality service is not limited to medical services alone but also includes the implementation of Medical Records, which are an important indicator of a hospital’s service quality (Sangganele et al., 2018). The medical records unit is a vital component in hospital health services. The responsibilities of the medical records unit and relevant medical staff include managing the contents of medical records, including completeness, storage policies, disposal, confidentiality, ownership, utilization, and organization. Medical records play a critical role in supporting administrative order in efforts to improve health services in hospitals (Sodanin & Fanida, 2020).

Hatta (2013) emphasized that the main uses of medical records are as evidence of the patient's disease progression and treatments given, a communication tool among health professionals treating the patient, a source of information for research and education, and as a data source for health statistics. Medical records are essential for patients, healthcare providers, hospitals, and even for external purposes. However, medical record management often receives insufficient attention.

According to Ulfa (2015), the management of medical records has not been fully optimized. Although there are sufficient staff in quantity, their quality remains inadequate, and there are no established Standard Operating Procedures (SOPs) or clear job descriptions for medical record tasks. Other findings report the existence of SOPs for report compilation, but no technical guidelines are available. In terms of funding, no direct budget is allocated, though facilities are provided for report preparation. While staff understand how to compile reports, they lack comprehension of the organizational structure of the medical records unit. Technologically, billing systems are used in report preparation. Data collection, processing, presentation, and analysis are performed, but the data analysis remains inaccurate and incomplete. Decision-making does utilize the reports (Handayani, 2013).

A medical record is a collection of files containing notes and documents about a patient's identity, examination, treatment, procedures, and other services provided. Every patient visiting a hospital or other health facility, whether for outpatient or inpatient care, must have all examination actions recorded in their medical record (Handiwidjojo, 2015). Supporting test results, whether from laboratories, radiology, or other diagnostic tools, must also be stored in the medical record to ensure the patient’s medical history is well documented and accessible for future treatment (Hendrawan et al., 2014).

Medical records are managed by professionals in Medical Record and Health Information (PMIK). According to the Indonesian Ministry of Health Regulation Number 55 of 2013, a PMIK is someone who has completed education in Medical Records and Health Information as stipulated by law. Its implementation is also regulated by this same ministerial regulation (Sukawan & Suhenda, 2022).

According to Soraya & Nurhayati (2021), a patient's medical record is one of the tools used for medical evaluation because it is an urgent and essential document. It includes all actions taken by the doctor for outpatient, inpatient, and emergency patients. At a minimum, the medical record must contain patient identity, admission date, anamnesis results such as complaints and medical history, physical examination findings, treatment plans, medications, and diagnoses (Amran et al., 2022).

Good-quality medical record indicators include content completeness, accuracy, timeliness, and compliance with legal requirements. Therefore, in managing medical records, each hospital must refer to guidelines or technical instructions tailored to its operations (Lihawa & Mansur, 2015). For medical records to support service quality in hospitals, their management must be effective and efficient. Medical records play crucial roles and functions for hospital management, doctors, patients, and their families. They encompass administrative, medical, legal, research, educational, and patient documentation aspects (Wirajaya & Nuraini, 2019). Therefore, they must be accurate, complete, and accountable.

The implementation of Electronic Medical Records (EMRs) is part of the commitment of Sayang Regional General Hospital (RSUD Sayang) in Cianjur Regency to innovate and adopt the latest technology to provide high-quality healthcare services. With the use of EMRs, RSUD Sayang Cianjur hopes to offer better-integrated and improved healthcare services for the community. Based on this background, the researcher is interested in taking the dissertation title: “Public Service Innovation Through the Use of Electronic Medical Records at Sayang Regional General Hospital, Cianjur Regency.”

1. **METHOD**

The research method used by the researcher is descriptive analysis with a qualitative approach. According to Sugiyono (2001), "descriptive analysis is intended as a method that describes a situation currently taking place at the time the research is conducted." Meanwhile, according to Moleong (2010), "research using a qualitative approach is intended as a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior." The qualitative approach was chosen based on the consideration that this study is expected to obtain truthful data and to examine the research problem in depth so that the expected results can be achieved.The aspect examined in this study is public policy innovation, which is presented based on the theoretical approach of Rogers as cited in Hutagalung (2018), involving five dimensions: Relative Advantage, Compatibility, Complexity, Trialability, and Observability.

Data collection techniques include literature study, field observations, interviews, and focus group discussions. After the data collection, data analysis was conducted. Miles and Huberman (2002:20) explain that data analysis is the process of systematically searching and arranging interview transcripts, field notes, and other materials collected to increase understanding. This analysis involves working with the data, organizing it, breaking it into manageable units, synthesizing it, searching for patterns, identifying important points, and deciding what to convey to others. The data analysis in this study was conducted through four stages: data collection, data reduction, data presentation, and drawing conclusions.

1. **RESULT AND DISCUSSION**

**Public Service Innovation Using Electronic Medical Records at Sayang Regional Public Hospital, Cianjur Regency (English Translation)**

Based on the analysis and discussion, it is evident that public service innovation using electronic systems for medical records at Sayang Regional Public Hospital, Cianjur Regency, is effectively implemented. This assessment refers to Rogers’ theory as cited by Hutagalung (2018:25), which consists of five aspects: Relative Advantage, Compatibility, Complexity, Trialability, and Observability. The explanation for each aspect is as follows:

1. **Relative Advantage**

Based on the research findings, the use of effective electronic public service innovation in medical records at Sayang Regional Public Hospital, Cianjur, in terms of relative advantage—measured by parameters such as having superiority, added value, and differentiation—shows that the transformation of information and communication technology has brought significant changes to healthcare services.

The benefits include more accurate and faster decision-making through electronic public service innovation in medical records. Furthermore, this healthcare service is more efficient and effective, with added value and unique advantages in the application of medical record technology at RSUD Sayang Cianjur. Additionally, the development of smart hospital innovations (e-Health Smart Hospital) has been quite significant, optimizing technology and simplifying service flows. The public can easily register and meet the requirements to receive health services provided by RSUD Sayang, Cianjur. Patient mobility at the hospital has significantly decreased, aligning with the goals of the smart hospital health innovation.

Electronic Medical Records (EMR) access is now mandatory for hospitals, as mandated by the Ministry of Health Regulation No. 24 of 2022 on Medical Records. The Circular Letter of the Minister of Health No. HK.02.01/MENKES/1030/2023 also enforces EMR implementation with administrative sanctions for non-compliance, ranging from written warnings to license revocation.

Electronic health records are a crucial innovation that brings positive changes to healthcare services, including clinics. By using EMR, clinics can deliver more efficient and effective care, improve coordination, reduce errors, and enhance service quality. In a constantly evolving world, implementing technology like EMR is a smart step to maintain high-quality clinical services.

Although effective, the innovation still requires further steps in technology adoption, as not all people in Cianjur Regency are digitally literate, including in health services. The integration of systems, data, services, and inter-institutional collaboration—referred to as Ecalyptus Integration—is still a challenge. In the future, all health services—from patient registration to examination and receiving medication—will be technology-based.

From the data and observations, it can be analyzed that effective public service innovation using electronic medical records at RSUD Sayang Cianjur requires strengthening of Ecalyptus-based health service integration. Strengthening must begin with patient registration and continue through doctor examinations and medication dispensing, all via Ecalyptus integration.

1. **Compatibility**

According to the research, in terms of compatibility—with parameters including alignment with Standard Operating Procedures (SOP), adaptability, and learning processes—the implementation of electronic public service innovation in medical records at RSUD Sayang Cianjur aligns with SOPs, allowing for smooth adaptation to the hospital's service environment. This makes the RME-based health service a learning process that prepares for future technological advancements in healthcare.

Smart hospital innovation, whether face-to-face or online, has standardized service procedures. The only difference lies in the service media used. This innovation responds to the growing need for digital technology. The development of smart hospital services at RSUD Sayang Cianjur is supported by clear regulations.

The digitalization of health services at the clinic level optimizes both basic and specialized medical services. The transformation in information and communication technology has influenced digital health services across hospitals, clinics, private practices, and labs. This optimizes the work of medical personnel—doctors, nurses, and midwives—when delivering services.

Digitalization is a transformation that helps hospitals deliver optimal services. It eases patient access to services—from scheduling to insurance claims—while also assisting medical teams and hospital management in accessing medical data, billing systems, asset management, inventory, document security, and data-driven decision-making.However, digital health services also require internet availability, digital literacy, and data security guarantees.

Based on the analysis, the innovation of effective public service using electronics in medical records at RSUD Sayang Cianjur—with SOP support, adaptability, and learning processes—necessitates staff and medical personnel training in using health facilities. In addition to training, improving digital literacy is essential to realize a modern digital health ecosystem. Since integrated health data can be accessed in real-time, medical staff must actively shift from manual data entry to digital formats.

From the field data, informant insights, and researcher analysis, in terms of compatibility, it can be concluded that electronic public service innovation in medical records at RSUD Sayang Cianjur currently requires continuous education and training to ensure that health services comply with SOPs, are adaptable to technological advancements, and support enhanced digital literacy to build a more modern digital ecosystem. Medical personnel must be skilled in converting conventional data into digital formats to support real-time integrated systems.

1. **Complexity**

Based on the research findings regarding the implementation of effective electronic public service innovation in medical records at Sayang Regional General Hospital, Cianjur Regency, the aspect of Complexity is reviewed through parameters such as the level of difficulty and the offering of new approaches. It was found that the availability of digital health infrastructure at RSUD Sayang is key to supporting the digitalization of healthcare services. Currently, identical user data is collected by different healthcare applications and institutions. However, an integrated system is needed to store health data for standardized metadata. This would allow patient medical history to be monitored in detail and prevent medical teams at different healthcare institutions from repeatedly inputting the same data.

Data security and storage capacity present challenges for healthcare institutions, as they are required to protect patient data from various cyber threats, hackers, and infections from viruses or malware. Therefore, healthcare institutions must prepare specific technical measures to ensure the security of patient personal data access. These institutions must have data protection capabilities that comply with current industry standards.

The introduction of a new smart hospital innovation tends to be perceived as more complex compared to previous innovations. This complexity arises from the perception that the smart hospital innovation is relatively difficult to understand and operate. This includes assessing the extent of the challenges encountered. Improvements and updates are continuously carried out as a follow-up to regular monitoring and evaluation. Hence, the public service innovation team at RSUD Sayang Cianjur acts as an agent of change within the workplace in the shift toward health technology transformation.

The analysis of the implementation of effective electronic public service innovation in medical records revealed one of the key difficulties and novelties lies in the human resources aspect. There is a lack of internal training programs provided by the hospital itself. Consequently, some staff members struggle to master the operation of Electronic Medical Records (EMR) in accordance with the prevailing Ministry of Health Regulation No. 24 of 2022 and the hospital’s goals for effective and efficient healthcare services. Healthcare personnel are often encouraged to attend seminars organized by external institutions, where the systems taught differ from the one used at RSUD Sayang Cianjur.

Hospitals are required to meet the demands of implementing electronic medical records to the fullest extent so that the services provided align with the expectations of both the government and the patients. Staff complaints about workload due to the transition from manual to electronic systems—especially since many staff are still unfamiliar with digital systems—also indirectly require the hospital to provide training aligned with its own internal system so that health workers can fully understand and properly operate the system.

Based on the analysis results, it can be concluded that effective electronic public service innovation in medical records at RSUD Sayang Cianjur—when reviewed through the lens of difficulty and novelty—shows that electronic medical records play a significant role in improving public healthcare services. Furthermore, having patient records stored within a database management system that integrates various medical data sources greatly facilitates patient care by the medical team.

From the analysis of data obtained from all informants and field observations, it can be concluded that the Complexity aspect indicates that implementing effective electronic public service innovation in medical records at RSUD Sayang Cianjur requires an integrated approach—both in terms of education and training as well as adequate healthcare facilities—to improve public health service delivery. With medical records incorporated into a comprehensive database system, patient care becomes significantly easier for medical staff.

1. **Triability**

Based on the research results regarding the effective electronic public service innovation in medical records at RSUD Sayang Cianjur, the Triability aspect—measured by parameters such as being tested and proven, offering advantages/value, and having undergone public trials—indicates that electronic public service delivery must be supported by competent human resources. This includes not only doctors but also all hospital staff capable of transforming and managing the implementation of electronic medical records systems. The successful implementation also depends on data security and protection aspects. Additionally, there must be clear socialization of the policies underlying the implementation of electronic medical records and related regulations.

Triability refers to the extent to which an innovation can be tested on a limited basis. Innovations must be tested first to evaluate their benefits and added value. An innovation can only be accepted if it is proven and offers more value than previous systems. Therefore, innovative products must go through public trials where everyone has the opportunity to assess their quality.

Before being introduced to the public, all health programs need to go through evaluation and pass health trials. For instance, the E-Health Smart Hospital public service innovation at RSUD Sayang Cianjur was first trialed by 3 hospital staff and approximately 100 community members. This trial was conducted to determine whether the E-Health Smart Hospital innovation was suitable for implementation and use.

Field analysis revealed that to avoid various issues that could hinder the implementation of electronic medical records, a thorough budget planning process is essential. With careful budgeting and calculations, hospital management can select the most suitable electronic system based on the financial condition of the hospital. Electronic medical records differ significantly from manual (printed) ones. Hospital staff must understand the applications and information systems used. Limited knowledge and digital skills present a challenge for staff to adapt and perform optimally. Trial results regarding the convenience of the E-Health Smart Hospital services at RSUD Sayang Cianjur revealed that, in general, the community found the innovation to be "Very beneficial."

Based on data analysis from all informants and field observations, the Triability aspect indicates that the implementation of effective electronic public service innovation in medical records at RSUD Sayang Cianjur involves careful planning and calculation. This allows management to shift from manual (printed) medical record management to an electronic application-based system. The limited technological knowledge and skills of RSUD management pose a challenge for staff to adapt in optimizing their roles. Trial results regarding the convenience of RSUD services to the public show that the e-health Smart Hospital innovation was universally deemed “very beneficial.”

1. Observability

Based on research findings regarding the use of effective electronic public service innovations in medical records at Sayang Regional Public Hospital (RSUD Sayang), Cianjur Regency, and through the lens of the Observability aspect—using the parameters of visibility, work processes, and ease of use—it is evident that observability refers to the extent to which the results of an innovation can be seen and observed by others. An innovation must be visible and observable in how it operates and produces better outcomes. An innovation that is easy to observe is more likely to be accepted and to develop among the public.

After conducting trials, RSUD Sayang Cianjur also carried out socialization efforts to service users at the hospital, supported by various local government policies and hospital and public health service management. Evaluation results show that improvements and updates made as a follow-up to regular monitoring and evaluation have enabled the electronic public service innovation for medical records at RSUD Sayang Cianjur to function effectively and provide tangible benefits to healthcare service users in Cianjur Regency.

Field analysis shows that public service has become a central issue in regional development. Public service is a core function of local governments, which exist to serve the community. This indicates that the government must prioritize the interests of the people, enabling local governments to respond quickly and effectively to the dynamic needs of the public. This also applies to institutions under its authority, such as community health service units, as seen in RSUD Sayang Cianjur, which plays an important role in improving public health standards. Enhancing public health, especially in the Cianjur Regency, will have a positive impact on regional development. As public demand for quality services increases, a positive response through proper regulation, control, and coordination of local policies is necessary.

Field observations indicate that the digital public service system implemented by RSUD Sayang Cianjur is a breakthrough solution capable of addressing service delivery issues that have traditionally been hindered by overly bureaucratic procedures or prolonged administrative processes due to manual systems. The hospital's smart innovation contributes to modern healthcare services. This can be seen in how RSUD Sayang Cianjur has transitioned from a traditional bureaucratic system to a modern one, leveraging current technological advancements. In essence, all public health services in Cianjur are now handled with modern technology, which indirectly provides easier healthcare access to the community.

Based on data analysis from all informants and field observations, it can be concluded that the Observability aspect indicates that the effective use of electronic public service innovation in medical records at RSUD Sayang Cianjur has shifted public perception positively—from conventional healthcare services to modern health technology.

The researcher can also critically assess Rogers’ theoretical approach, as cited in Hutagalung (2018:25), by stating that the theory applied in this study, which relates to the innovation of effective electronic public service in medical records at RSUD Sayang Cianjur, remains quite current and relevant. However, its implementation in the field still faces challenges, particularly with the Complexity factor. Therefore, the level of difficulty or complexity in service innovation must be addressed by offering new approaches to public service innovation using electronic systems in medical records for healthcare service users at RSUD Sayang Cianjur.

**Model of Public Service Innovation Using Electronic Systems for Medical Records at Sayang Regional General Hospital, Cianjur Regency**

The results of the analysis and discussion reveal that Sayang Regional General Hospital, owned by the Regional Government of Cianjur Regency, has made efforts to develop an online service innovation system based on information technology. RSUD Sayang Cianjur has developed an internal electronic-based management system that is interconnected, in accordance with policies, management, HR capacity, and different facilities and infrastructure, resulting in varying outcomes. The system developed independently by internal staff is more sustainable and capable of evolving. This approach requires relatively low costs, apart from paying employee salaries.

The supporting factor for developing service innovation using information technology is a strong work culture. This work culture stems from high management commitment, education, professionalism, responsibility, egalitarianism, transparency, and constructive behavior. Technically, it is supported by competent human resources recruited through a strict competency test, as well as the provision of adequate infrastructure. Internal obstacles often encountered include policy and implementer commitment, availability of human resources, and infrastructure. External obstacles include limited public accessibility and understanding, and changes in related systems outside the hospital.

The use of information technology contributes to bureaucratic reform. The benefits felt by the community include faster service, certainty in waiting times, transparency, and fairness, which increase patient satisfaction and reduce queue times. These changes align with the area of bureaucratic reform concerning "improvement of public service quality," which is faster, cheaper, easier, and of higher quality. The benefits for the hospital include increased work efficiency and enhanced speed and ease in service delivery. This is in line with the bureaucratic reform area of "administrative structuring," which aims to improve the efficiency and effectiveness of systems, processes, and work procedures.

Regarding specific findings such as Spirituality, Responsibility, and Synergy aspects, they can be explained partially as follows:

1. Spiritual Dimension

Public service innovation using electronic systems in managing medical records at Sayang Regional General Hospital can be enriched with a spiritual approach. Some ideas for integrating spiritual aspects into innovation include:

* 1. Spiritual Counseling Platform: Developing an app or system that allows patients to access online spiritual counseling services, including consultations with mental health professionals or religious counselors.
	2. Medical Records Including Spiritual Aspects: Adding a section in the electronic medical record to record the patient’s spiritual needs and experiences, so medical staff can better understand the emotional and spiritual context.
	3. Community Support Programs: Creating an online forum for patients and families to share spiritual experiences and receive community support, supervised by health professionals.
	4. Holistic Health Education: Providing educational materials via digital platforms that discuss the relationship between physical, mental, and spiritual health, and how to achieve balance.
	5. Spiritual Activity Reminders: Features in the app that remind patients to engage in spiritual practices or relaxation activities such as meditation or prayer, which support the healing process.

Through this approach, healthcare services do not only focus on physical aspects but also consider patients' spiritual needs, creating a more holistic healthcare experience.

1. Responsibility Dimension

Public service innovation using electronic systems in managing medical records at Sayang Regional General Hospital can be designed with attention to responsibility aspects, as follows:

* 1. Data Transparency: Implementing systems that allow patients to securely access their medical records. This increases transparency and strengthens trust between patients and service providers.
	2. Accurate Recording and Reporting: Utilizing technology to ensure that all medical information is recorded accurately and promptly, minimizing errors and improving service quality.
	3. Patient Feedback System: Providing an electronic platform that allows patients to give feedback on the services received. This helps the hospital evaluate and improve its services.
	4. Regulatory Compliance: Ensuring that all electronic systems comply with existing regulations and standards for the protection of personal data and patient privacy.
	5. Training for Medical Staff: Conducting regular training for medical personnel on using electronic systems and the importance of ethics in handling patient data.
	6. Responsiveness to Patient Needs: Developing features in the system that allow patients to report complaints or problems they encounter, so the hospital can respond quickly and effectively.

This approach ensures that innovation in public services not only emphasizes efficiency and effectiveness but also ethical responsibility in managing patients’ medical records.

1. Synergy Dimension

Public service innovation using electronic systems in managing medical records at Sayang Regional General Hospital can be improved through a synergy approach in the following ways:

* 1. Inter-agency Collaboration: Building networks between hospitals, public health centers, and other health institutions to share patient data electronically, facilitating coordination in patient care.
	2. System Integration: Developing an electronic medical record system that integrates with various health applications such as hospital management systems and telemedicine platforms to ease information access.
	3. Community Participation: Engaging the public in the development of the electronic system through surveys or discussion forums to understand their needs and expectations regarding health services.
	4. Joint Training: Conducting joint training and workshops for medical and administrative personnel from various healthcare facilities to improve skills in effectively using electronic systems.
	5. Efficient Referral System: Implementing electronic systems to facilitate the referral process between healthcare facilities, accelerating treatment and reducing administrative burdens.
	6. Shared Data Utilization: Using collected data for research and policy development to improve service quality based on community needs analysis.

Through this synergy approach, innovation in managing medical records will not only improve efficiency and effectiveness but also strengthen cooperation among various stakeholders involved in the health service sector.



**Figure 1 Public Service Innovation Model Using Electronics in Medical Records at Sayang Regional General Hospital, Cianjur Regency**

Based on the image above, the researcher can explain that with the existence of various weaknesses both theoretically and empirically in the implementation of Effective Electronic Public Service Innovation in Medical Records at Sayang Regional General Hospital, Cianjur Regency, such as Complexity factors, Insufficient Cost factors, Policy factors (Data Synchronization), Public Awareness, Information and Communication Technology Infrastructure, the researcher found novelty in the research (Novelty) as a complement to the various weaknesses above, namely the Spiritual Dimension, Responsibility Dimension, and Synergy Dimension. In the study, researchers were also able to find new innovations related to the implementation of Effective Electronic Public Service Innovations in Medical Records at the Sayang Regional General Hospital, Cianjur Regency, namely a health service innovation with the motto "Doctors, Nurses and Midwives are Ready to Serve Quickly" FAST POLITE ". Therefore, with the implementation of this motto, Effective Electronic Public Service Innovations in Medical Records at the Sayang Regional General Hospital, Cianjur Regency can run effectively, namely it can provide benefits to the community both directly and indirectly in the field of maximum Medical Record health services.,

1. **CONCLUSION**

Public service innovation through the implementation of Electronic Medical Records (EMR) at Sayang Hospital, Cianjur Regency showed a positive response from the Relative Advantage aspect because it was able to increase the efficiency and accuracy of patient data. In terms of Compatibility, this innovation is quite in accordance with the needs of modern health services although it requires adjustments to work culture and HR training. Ease of use (Complexity) is still a challenge, especially for employees who are less familiar with technology, but this can be overcome through ongoing guidance and training. The opportunity for gradual trials (Trialability) allows for better adaptation before full implementation. Meanwhile, the positive impact of EMR is starting to be seen and easily observed (Observability), especially in terms of increasing the speed and quality of service, although the distribution of benefits is not evenly distributed across all service units. The electronic-based public service innovation model through the implementation of Electronic Medical Records (EMR) at Sayang Hospital, Cianjur Regency is a strategic step in supporting bureaucratic reform, increasing service efficiency, and accelerating access to health information. This innovation grew from management commitment, a positive work culture, and adequate HR and infrastructure support, although it still faces internal and external obstacles. Although the implementation of Public Service Innovation Using Electronics in Medical Records at Sayang Regional Hospital, Cianjur Regency still faces various weaknesses, such as system complexity, limited costs, lack of synchronization of data policies, low public awareness, and suboptimal information and communication technology infrastructure, this study found novelty as a solution, namely by integrating three dimensions: spiritual, responsibility, and synergy. In addition, innovation in health services was also found through the motto "Doctors, Nurses and Midwives Ready to Serve Quickly - SOPAN CEPAT" which encourages electronic medical record services to be more effective, efficient, and provide maximum benefits for the community in health services.

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