Analisis SIMRS pada bagian pendaftaran pasien rawat jalan dengan metode PIECES di RSUD Kanjuruhan

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ABSTRACT

Kanjuruhan Regional General Hospital has implemented a Hospital Management Information System (SIMRS). This study aims to analyze the implementation of SIMRS in the registration department of RSUP Surakarta using the PIECES framework (Performance, Information, Economic, Control, Efficiency, and Service). The research method employed is qualitative, involving direct observation and in-depth interviews with four key informants. The results indicate that in terms of performance, the system is still considered inadequate due to issues with the hospital's internal internet network, which affects the system's ability to input patient data efficiently. In the information aspect, the system is also seen as insufficient, particularly concerning address data that is either missing or not updated due to discrepancies in population data, which adds complexity to the issue. From the economic perspective, the system is deemed effective, as it has significantly reduced operational costs, particularly by minimizing paper use and resource consumption, and the cost of system maintenance is relatively low. The control aspect is rated positively, with the presence of username and password-based access controls that are appropriately aligned with job roles. However, in terms of efficiency, the system still falls short, as it cannot automatically input patient address data due to the lack of integration with the Department of Population and Civil Registration (Disdukcapil), requiring manual data entry for outdated information. In the service aspect, the system is rated positively, providing clear information, with available IT staff and quick response times that support operational activities and ensure that the system-generated information is easy to understand. In conclusion, the SIMRS in the registration department of Kanjuruhan Regional General Hospital supports the hospital's operational activities effectively.

Keywords:SIMRS, Registration Section, PIECES Method, system performance, data integration, operational efficiency, qualitative methods.

ABSTRAK

Rumah Sakit Umum Daerah Kanjuruhan merupakan rumah sakit yang sudah menerepakan Sistem Informasi Manajemen Rumah Sakit (SIMRS). Penelitian bertujuan untuk menganalisis implementasi SIMRS pada bagian pendaftaran RSUP Surakarta dengan metode PIECES (Performance, Information, Economic, Control, Efficiency dan Service). Metode penelitian yang digunakan adalah kualitatif, yang melibatkan observasi langsung dan