

**EVALUATION OF E-CLAIM AND V-CLAIM SYSTEM WITH PIECES METHOD AT CITRA HUSADA HOSPITAL JEMBER 2018 (dr Rinda Nurul Karimah M.Kes)**

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**ABSTRACT**

*The hospital that cooperate with social insurance administration organization in provided services to patients must use the e-claim and v-claim system. Citra Husada Hospital is one of the hospital in Jember that cooperate with social insurance administration organization. Citra Husada Hospital found problem in using e-claim and v-claim. The problem is system not bridging and that has an impact on pending claim. The purpose of this research is evaluate of the e-claim and v-claim in Citra Husada Hospital with using the PIECES method (performance, information, economic, control, efficiency, and service). The type of this research is a descriptive study with a quantitative approach. The respondent is 12 respondents. The e-claim research results are displayed with percentage values. Value of the performance variable is 72.4%, the information variable is 69%, the economic variable is 56%, the control variable is 59.3%, the efficiency variable is 69.3%, and the service variable is 68.3%. The v-claim research results are displayed with percentage values. Value of the performance variable is 57.5%, the information variable is 62.5%, the economic variable is 58.5%, the control variable is 63.7%, the efficiency variable is 65.3%, and the service variable is 83.1%. The results of the evaluation of e-klaim is additional system quality and network quality for the e-claim system because found the lowest value in economic variable. The result of the evaluation of v-klaim is additional and improved performance of system and must use bridging on system performance. The result of suggestions for improvement have been received by the head of medical record. This recommendation will be reconciled with the other employees.*

**Keywords:** *PIECES, E-claim and V-claim, Variable*