

***Evaluation of Hospital Information Management System in Outpatient  
Registration Unit by Using PIECES Method at RSUD Ibnu Sina Gresik***  
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**ABSTRACT**

*RSUD Ibnu Sina Gresik has implemented EHOS since 2018. However, the utilization of EHOS still meet some obstacles in the operation of the information system such as unstable loading, cannot provide the required information for the report and needed further optimizations. The purpose of this study was to evaluate the EHOS for user satisfaction using the method of performance, information, economic, control, efficiency, service (PIECES). The analysis of this study used qualitative method the data collection consisted of interview, observation, documentation and brainstorming. The subject of this study are registration officer, head of medical record, head of IT and IT officer. The results of this study obtained information that the work based on the performance aspect of EHOS have not run according to user needs, output or reports still cannot be directly from EHOS and EHOS does not have a good response time, the information aspect has not provided information according to user needs, the economic aspect has never conducted training related to the application of EHOS, the control aspect of EHOS has poor integrity because it has never changed usernames and passwords regularly, the efficiency aspect of EHOS has not been easy to learn and operate, the service aspect of the information generated cannot be trusted and relied upon. IT unit is expected to develop and fix problems that occur in EHOS. Hospital management is also expected to formulate policies related to EHOS in order to improve service quality.*

**Keyword:** *EHOS, Evaluation, PIECES, SIMRS*