***Evaluation of the Hospital Management Information System (HMIS) for the
JKN Casemix Unit Using the PIECES Method at RSU
Bhakti Husada Krikilan***

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ABSTRACT

Bhakti Husada Krikilan General Hospital has been using HMIS to help the patient service process since 2014. However, in its application there are still problems found, while the unit that experiences the most problems related to HMIS is the JKN Casemix unit. These problems include HMIS not being able to search for patient data, network constraints that make the process of searching for patient data or claim processing long, the Casemix application cannot send online, and systems that often error. The purpose of this study was to evaluate the Hospital Management Information System (HMIS) of the JKN Casemix Unit using the PIECES method at Bhakti Husada Krikilan General Hospital. This type of research is qualitative with data collection methods using interviews, observation, documentation, and brainstorming. The subjects in this study were 6 JKN Casemix officers and 1 IT officer. The results showed that the HMIS of Bhakti Husada Krikilan General Hospital in the JKN Casemix unit has not been running well, this is due to the slow system response due to computers and networks, besides that there is no training related to HMIS, there are no regular updates related to HMIS, there are the same passwords and usernames between outpatient coder officers. Recommendations that can be given are that the IT party is expected to update the software and hardware on HMIS, provide different usernames and passwords to each officer, do the same password and password.

Keywords: *Evaluation, HMIS, PIECES*