

Evaluasi Sistem Informasi Manajemen Puskesmas Sumbersari Menggunakan Metode *PIECES*

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ABSTRAK

Puskesmas Sumbersari Jember merupakan salah satu puskesmas yang menerapkan SIMPUS sejak tahun 2016. SIMPUS yang diimplementasikan di Puskesmas Sumbersari Jember masih memiliki beberapa kendala yang sering terjadi diantaranya SIMPUS yang sering terkendala *error* atau *system down* dan informasi yang dihasilkan oleh SIMPUS masih belum akurat. Tujuan penelitian ini yaitu mengevaluasi kinerja SIMPUS yang diterapkan dengan menggunakan metode *PIECES* yang terdiri dari variabel *performance*, *information*, *economic*, *control*, *efficiency* dan *service* di Puskesmas Sumbersari Jember. Jenis penelitian yang digunakan adalah kualitatif dengan teknik pengumpulan data yaitu wawancara, observasi, dokumentasi dan *brainstorming*. Subjek penelitian yaitu petugas pendaftaran rawat jalan, petugas pendaftaran IGD, kepala rekam medis, penanggungjawab SIK, petugas tata usaha, kepala puskesmas dan petugas dinas kesehatan jember. Hasil penelitian diperoleh informasi bahwa hasil kinerja SIMPUS berdasarkan aspek *performance* kinerja SIMPUS belum berjalan sesuai dengan kebutuhan pengguna, aspek *information* belum memberikan informasi yang akurat, aspek *economic* belum *terintegrasi* dengan sistem milik BPJS yaitu *P-Care* dan Antrean Faskes serta sumber daya yang masih belum memadai, aspek *control* SIMPUS memiliki tingkat keamanan yang masih lemah, aspek *efficiency* SIMPUS memiliki kemudahan dalam pengoperasian, aspek *service* SIMPUS masih belum memiliki ketelitian komputasi sistem yang tinggi dalam menghasilkan informasi. Alternatif penyelesaian solusi dengan melakukan perbaikan masalah pada ketelitian komputasi SIMPUS, penambahan fitur laporan yang dibutuhkan dalam manajemen pelayan kesehatan puskesmas, peningkatan keamanan yang dimiliki SIMPUS serta pengembangan sumberdaya SIMPUS dalam pemenuhan kebutuhan manajemen pelayanan kesehatan di Puskesmas Sumbersari Jember.

Kata kunci : Evaluasi, *PIECES*, Sistem Informasi Manajemen Puskesmas

***Evaluation of the Summersari Community Health Center Management
Information System Using the PIECES Method***

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ABSTRACT

Sumbersari Jember Community Health Center is one of community health centers that has implemented SIMPUS since 2016. SIMPUS implemented at Summersari Jember Community Health Center still has several obstacles that often occur, including SIMPUS which is often hampered due to errors or downtime in the system and information produced by SIMPUS is still not accurate. The aim of this research is to evaluate the performance of SIMPUS which is applied using the PIECES method which consists of performance, information, economic, control, efficiency and service variables at the Summersari Community Health Center. The type of research used is qualitative with data collection techniques, namely interviews, observation, documentation and brainstorming. The research subjects were outpatient registration officers, emergency room registration officers, heads of medical records, people in charge of SIK, administration officers, heads of community health centers and Jember health service officers. From results of research, information was obtained that SIMPUS performance results based on performance aspect of SIMPUS performance have not been running according to user needs, information aspect hasn't provided accurate information, economic aspect has not been integrated with BPJS system namely P-Care and Health Facilities Queues and resources are still inadequate. Control aspect of SIMPUS has a weak level of security, efficiency aspect of SIMPUS has ease of operation, service aspect of SIMPUS still does not have high system computing accuracy in producing information. Alternative solutions include fixing SIMPUS computing accuracy problems, adding reporting features needed in the management of health center health services, improving SIMPUS security and developing SIMPUS resources to meet the needs for managing health services at the Summersari Health Center.

Keywords : *Evaluation, PIECES, Management Information System*