

***Evaluation of Hospital Management Information System in the Outpatient
Registration Unit Using the PIECES Method at RSUD DR. H. Koesnadi
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ABSTRACT

Koesnadi Hospital in Bondowoso has been using a hospital information system (SIMRS) called EVOMEDIS since 2015 to support patient services, such as in the outpatient registration unit. However, several issues have been identified, including response times exceeding one minute, password security vulnerabilities, and 35 cases of duplicate medical record numbers in recent months. This study aims to evaluate the SIMRS in the outpatient registration unit using the PIECES method, which covers the aspects of performance, information, economics, control, efficiency, and service, as well as to formulate recommendations for improvement. The study uses a qualitative approach with data collection techniques including interviews, observations, documentation, and discussions. Informants included outpatient registration staff, the head of IT, and IT staff. The results showed that, regarding the Performance aspect, response delays exceeding one minute occurred under certain conditions, and the SEP monitoring menu lacked a feature to distinguish biometric validation status. The Information aspect is good in terms of accuracy and relevance, and the information is presented as needed. The Economic aspect is fairly good because the system is managed independently by the internal IT team, but the supporting hardware infrastructure is not yet fully adequate. The Control aspect already includes auto-logout and access restrictions, but a CAPTCHA feature is not yet available, and password usage does not yet meet security standards. The Efficiency aspect is rated as good because the system is easy to use, but the user manual has not been updated to reflect the system's current status. The Service aspect already includes validation notifications, but error messages are not specific enough, and there is still a potential for duplication of medical record numbers. Recommendations for improvement include system development, enhanced security, and optimization of data validation and management so that the system can operate more effectively and efficiently.

Keywords: *Evaluation, EVOMEDIS, PIECES.*