

***Evaluation of SIMRS in the Outpatient Registration Unit Using the PIECES  
Method at the West Sidoarjo Hospital***

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**ABSTRAK**

*Evaluation of the SIMRS is essential to determine how well it supports service operations, particularly at the outpatient registration unit, and needs to be carried out periodically. RSUD Sidoarjo Barat has implemented SIMRS based on SIMGOS (Generic Open Source Hospital Management Information System) since 2023, yet several obstacles remain, including system slowdowns during peak hours, errors in the patient data search feature via NIK, the absence of structured staff training, dual-role conditions among staff, the lack of a periodic password change policy, and BPJS bridging disruptions requiring manual creation of the Certificate of Participant Eligibility (SEP). This study aims to evaluate SIMRS performance at the outpatient registration unit of RSUD Sidoarjo Barat using the PIECES method (Performance, Information, Economic, Control, Efficiency, Service) and to formulate improvement recommendations through brainstorming. A descriptive qualitative approach was employed, involving four outpatient registration staff as main informants, along with one IT staff member and one Head of Medical Records as supporting informants. Data were collected through interviews, observation, and documentation. The results reveal problems in the throughput, response time, communication commonality, and completeness indicators under the performance aspect; the accuracy indicator under information; the resource indicator under economy; the integrity and security indicators under control; the usability indicator under efficiency; and the accuracy indicator under service. These findings formed the basis for SIMGOS improvement recommendations, categorized into top priority (directly impacting daily operations and implementable immediately), medium priority (requiring cross-departmental coordination), and long-term priority, developed collaboratively with the informants through a brainstorming session.*

**Keywords :** *Evaluation, PIECES, SIMRS, SIMGOS*