

Evaluation Of The Use Of SIMRS In Medical Record Using The PIC Method In The Simpang Lima Gumul Regional Hospital, Kediri

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ABSTRACT

Hospital management information system or commonly called SIMRS is a form of application of information technology that serves to improve health service efforts in hospitals. The purpose of this study was to explore the evaluation of the use of SIMRS in the medical record section with the PIC method at SLG Kediri Hospital. The design of this study is a qualitative research with a phenomenological approach with the focus of the research directed at exploring the evaluation of the use of SIMRS in the medical record section with the PIC method at the SLG Kediri Hospital by triangulation. In addition, with a qualitative approach, it is hoped that the situation and problems encountered in these activities can be disclosed. The current performance of the hospital management information system is quite good, but the output produced is not in accordance with the wishes of the officers who use it. The information produced by the hospital management information system is not yet accurate and needs to be evaluated so that it has high accuracy and the resulting data is of high quality. In addition, there is a need for bridging so that the resulting data can be valid. The control aspect is quite good because there are data backups and authorization for SIMRS which not everyone can have an account to access. It is hoped that there will be confirmation in the form of regular monitoring for officers in completing patient data so that the information needed is appropriate and also the addition of computers so that services using SIMRS can be maximized and can minimize paper costs.

Keywords: Control, Information, Performance

Received November 11, 2021; Accepted Desember 20, 2021

INTRODUCTION

The hospital as an institution that provides health services for the community, in its management there is a lot of data and information that flows during the service process. One of the parameters to determine the quality of health services in hospitals is information data from good and complete medical records. Indicators of good medical record quality include completeness of content, accuracy, timeliness and fulfillment of legal requirements. Therefore, the management of medical records is to support the achievement of administrative order in order to achieve hospital goals, namely improving the quality of health services in hospitals (Wulandari, 2020). In order to provide higher quality services to patients, many hospitals adopt hospital management information systems.

Hospital management information system or commonly called SIMRS is a form of application of information technology that serves to improve health service efforts in hospitals. Medical records are a subsystem of the hospital information system as a whole which has a very important role in improving the quality and services of the hospital itself. Organizing medical records that starts from the time the patient registers, gets health services until he leaves

the hospital. Organizing medical records is one form of activity carried out in order to achieve fast, accurate, and precise services so that the information produced is more effective and efficient so that good and quality management is needed (Silfani, 2014).

An evaluation of the implementation of SIMRS must be carried out because the evaluation will assess or measure the benefits obtained from the implementation of SIMRS and to find potential problems that are being faced by users. The results of the evaluation can be used as a reference to improve or perfect the SIMRS and develop the potential that still exists, so that SIMRS becomes better and perfect and can support the goals, vision, and mission of the organization (Bayu & Muhimmah, 2013).

One of the hospitals that provide excellent service is the Simpang Lima Gumul Hospital (RSUD SLG) Kediri. RSUD SLG Kediri is a Type C Non-Educational Hospital owned by the Kediri Regency Government based on the Kediri Regent Regulation Number 36 of 2017 concerning the Establishment of the Regional Technical Implementation Unit of the Simpang Lima Gumul Regional General Hospital at the Kediri Regency Health Office. This Kediri SLG Hospital has the motto "Our Commitment Excellent Service" began operating on August 7, 2018.

Based on the results of interviews conducted with medical record officers that SIMRS at SLG Kediri Hospital there are still several problems, including problems with SIMRS registration not being able to combine multiple medical record numbers and having to contact IT first to delete one, the assembling and file analysis sections have not there is SIMRS, the SIMRS reporting department has not been able to produce output that is in accordance with the available manual data. SIMRS is only able to display patient visit data as supporting data for report makers, the disease coding section is not used to bridging to INA-CBG's e-claims so that the officer must enter the disease code twice, the SIMRS filing section can only see the patient's history and does not explain that he has returned to the record room medical or still in the room or polyclinic and the results of the tracer print format still do not have the type of payment and the time of request.

The problems that have been described require evaluation techniques by not only proving the occurrence of problems but also to correct existing problems. Evaluation is expected to improve the quality of the system, and can avoid unacceptable development. The PIECES method (performance, information, economic, control, efficiency, and service) is a user-based information system evaluation framework (Arifin et al., 2017). This study focuses on evaluation methods on performance, information, and control.

Previous researchers by (Pradhanthi et al., 2020) at RSUPN DR. Cipto Mangunkusumo Brayat Minulya Hospital electronic health record (EHR) is quite easy for users to do their work. The advice given by the researcher is to the User Management System Information (UMSI) to update the EHR and perform maintenance on the system and hardware. In addition, why is this researcher considered important to be appointed because the Simpang Lima Gumul Kediri Hospital is projected to become a large hospital, if this SIMRS is not evaluated it will cause problems in the future, one of which is in the medical record unit, namely reporting, assembling and filling which has not been implemented so that it will cause problems. make the officer work twice to transfer the data from SIMRS to excel and it takes a long time, then in the assembly and filling section there will be a buildup of files from the inpatient room without being able to track where the file is or has it returned yet. Based on the above conditions, the researcher wants to discuss "Evaluation of the Use of SIMRS in Medical Records with the PIC Method at the Simpang Lima Gumul Regional General Hospital, Kediri".

METHODS

Research design is a strategy to achieve research objectives that have been set and used as a guide or guide for researchers throughout the research process. Judging from the type of data, the research approach used in this study is a qualitative approach. As for what is meant by qualitative research, namely research that intends to understand the phenomena of what is experienced by research subjects holistically, and by means of descriptions in the form of words and language, in a special natural context and by utilizing various scientific methods (Moleong, 2007). 2012). The design of this study is a qualitative research with a phenomenological approach with the focus of the research directed at exploring the evaluation of the use of SIMRS in medical records with the PIC method at the Simpang Lima Gumul Regional General Hospital, Kediri Regency by triangulation. In addition, with a qualitative approach, it is hoped that the situation and problems encountered in these activities can be disclosed.

RESULTS

Evaluation of SIMRS Usage Based on Performance Aspects at SLG Hospital Kediri

The results of interviews conducted by researchers with informants showed that the procedure for using SIMRS at Simpang Lima Gumul Hospital for each medical record officer was different, from registration to reporting. However, from the results it was found that the SIMRS standard operating procedure (SPO) with work functions had not gone well enough in its development. Where in the reporting section there is a procedure that states that the reporting process can directly retrieve data from SIMRS but in reality it still manages the RL report (report recapitulation) manually where the officer must check SIMRS data with the census sent by the admin. In addition, the SIMRS function has not accommodated the needs of officers where SIMRS has not been able to combine multiple medical record data, cannot be used outside the hospital server, cannot be bridging and cannot be used as an RL report.

Sholehah et al. (2021) states that the implementation of SIMRS must run in accordance with what is to be achieved or the intended target. Assessment of workability produced by an information system to improve efficiency and effectiveness in the work process to users. Puspitasari (2012) states that SIMRS is an arrangement that deals with data collection, data processing, presentation of analysis information and inference of information as well as the delivery of information needed for hospital activities. The task of the information system is to store information for the benefit of hospital services.

The application of SIMRS is required to be able to accelerate the activities of officers such as in inputting data for the purposes of health services. In the implementation of SIMRS in RSUD SLG the time needed to input SIMRS is not long on average less than 5 minutes and there is a warning in SIMRS if an input error occurs.

The results are also in accordance with the research of Nirwana & Rachmawati (2020) that the application of information systems can accelerate the search for information in health services. Utami (2014) states that there is a link between work units or positions with aspects of SIMRS. SIMRS performance assessment between one position and another can be different. This is because each position carries out a different function so that it affects the use of SIMRS.

The use of SIMRS basically helps improve services both in the quantity of work produced and the time to complete the work. The benefits that are most felt when SIMRS is implemented are to facilitate administrative work, in the sense of providing speed in carrying out administrative functions so that services are more efficient. So in my opinion SIMRS at RSUD SLG Kediri there are differences in procedures with work functions, this can be anticipated with system updates or regular updates.

Evaluation of SIMRS Usage Based on Information Aspects at SLG Hospital Kediri

The results of interviews conducted by researchers with informants are known that there are still users who feel that the information generated and presented by SIMRS cannot be justified because the output of SIMRS does not meet the needs of the RL report (report recapitulation), officers must check the data in SIMRS and the data. existing ones can already be exported in excel form. However, the SIMRS display is easy for officers to understand. The resulting SIMRS information is not accurate because the NIK data has not been integrated with the Civil Registration Office and SIMRS has not been able to be integrated with the VClaim. Data on SIMRS can be accessed at any time but the data cannot be processed.

Research by Saragih et al. (2013) about the billing system at the Promedika Hospital which states that the billing system can produce reports (information) that support hospital operations. However, these reports are still inadequate for management's needs. The same problem with this study is the lack of availability of useful information for hospital management.

SIMRS is an important part of the hospital, the data stored is not only stored and processed into information, but has an important role in decision making. The development of a successful hospital information system is where the system that runs can be used optimally by its users and does not make it difficult for users to carry out their duties.

SIMRS is said to meet the relevance aspect if all existing functions are in accordance with user needs and can help work faster. Information will be of higher value if it is presented in full in a broad scope. Information that is truncated, let alone not arranged systematically, will certainly not mean much. So, in my opinion, information on SIMRS at RSUD SLG needs to be evaluated so that it has high accuracy and is according to the needs of the officers.

Evaluation of the Use of SIMRS from the Control Aspect at SLG Hospital Kediri

The results of interviews conducted by researchers with informants revealed that the use of SIMRS RSUD SLG control (security) in terms of errors caused by human errors had occurred. IT officers anticipate if an error occurs immediately confirm to IT for data editing. In the case of the SLG Hospital network using a local network (LAN) online. If the internet is off or interrupted, the existing data will be lost before saving and the existing system has no VIRUS. Each officer has his own username so that unauthorized persons cannot access the SIMRS.

(Lestari et al., 2014) stated that the system control at Rajawali Citra Hospital was carried out using a password to avoid fraud or abuse. In addition, the results of research by Pradhanthi, Santi, and Deharja (2020) show that information (data) can only be accessed by those who have the authority. So that each unit can only access data in accordance with the work authority of each unit.

Dinata & Deharja (2020) stated that the evaluation aims to find out whether the program has achieved the expected goals or not. Evaluation places more emphasis on aspects of the results achieved (output). Evaluation can only be done if the program has been running for a period, in accordance with the design stages and the type of program created and implemented.

Control is used to compare the analyzed system based on the aspect of system integrity, ease of access, and data security. Some indicators of control variables include integrity, namely the level at which access to software or data by unauthorized persons is controlled. Security is having a mechanism that controls or protects the program. Security is having a mechanism that controls or protects the program. So in my opinion the security of SIMRS at RSUD SLG is

good enough, but it is necessary to evaluate and monitor periodically the SIMRS at RSUD SLG because it reduces the risk of errors that often occur.

CONCLUSION

The current performance of the hospital management information system is quite good, but the output produced is not in accordance with the wishes of the officers who use it. The information produced by the hospital management information system is not yet accurate and needs to be evaluated so that it has high accuracy and the resulting data is of high quality. In addition, there is a need for bridging so that the resulting data can be valid. The control aspect is quite good because there are data backups and authorization for SIMRS which not everyone can have an account to access.

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