

## INTISARI

Sistem Informasi Manajemen Rumah Sakit (SIMRS) merupakan sistem teknologi informasi komunikasi yang memproses dan mengintegrasikan seluruh alur proses pelayanan rumah sakit. Penerapan SIMRS sudah berjalan selama 4 tahun namun masih sering ditemukan kendala baik dari petugas, organisasi maupun teknologi itu sendiri. Penelitian ini bertujuan untuk menggambarkan penerapan SIMRS di RS. Santo Antonio, mengidentifikasi faktor-faktor yang berpengaruh terhadap efektivitas dan efisiensi penerapan SIMRS serta memilih strategi yang dapat digunakan untuk mengatasi faktor penghambat.

Penelitian ini termasuk deskriptif analitik dengan pendekatan secara kualitatif, menggunakan metode wawancara mendalam. Penelitian ini menggunakan strategi studi kasus di Rumah Sakit Santo Antonio. Responden dalam penelitian ini adalah petugas langsung dalam penerapan SIMRS yang dipilih secara *non-random purposive sampling*. Wawancara dengan responden dilakukan secara langsung dan direkam. Data hasil wawancara ditranskrip secara verbatim dan dituangkan dalam bentuk narasi. Hasil transkrip dianalisis menggunakan teknis analisis tematik.

Hasil Analisis data dari 26 responden ditemukan gambaran penerapan SIMRS di RS. Santo Antonio sudah berjalan baik namun belum maksimal. Perilaku petugas yang paham dan terbiasa dengan sistem, memiliki sikap disiplin, teliti dan peduli, adanya koordinasi, dukungan pimpinan dalam pemenuhan sarana dan prasarana yang memadai serta dalam peningkatan kemampuan Sumber Daya Manusia (SDM) sebagai faktor yang mendukung efektivitas dan efisiensi penerapan SIMRS. Masih ditemukan sikap dari petugas yang menjadi penghambat dan kebijakan manajemen yang belum dijalankan: monitoring SIMRS, belum ada SPO dan buku panduan penggunaan, serta belum diterapkan budaya *reward*. Strategi yang diusulkan untuk mengatasi faktor penghambat adalah mengadakan program pelatihan untuk meningkatkan *soft skill* petugas, merancang program monitoring secara berkala, menyusun SPO dan buku panduan penggunaan SIMRS serta mengadakan program sosialisasi secara menyeluruh. Dapat disimpulkan SDM sebagai faktor kunci dalam keberhasilan penerapan SIMRS di RS. Santo Antonio Baturaja.

Kata Kunci: Faktor Pendukung; Faktor Penghambat; SIMRS; Studi Kasus; Wawancara Mendalam

## ABSTRACT

The Hospital Information System (HIS) is an information communication technology system that processes and integrates the entire process flow of hospital services. The implementation of HIS has been running for 4 years, but obstacles are still often found, both from officers, organizations and the technology itself. This study aims to describe the implementation of HIS in hospitals. Santo Antonio, identify the factors that influence the effectiveness and efficiency of HIS implementation and choose strategies that can be used to overcome the inhibiting factors.

This research is a descriptive analytic with a qualitative approach, using in-depth interviews. This study uses a case study strategy at Santo Antonio Hospital. Respondents in this study were direct officers in implementing HIS who were selected by non-random purposive sampling. Interviews with respondents were conducted in person and recorded. Interview data were transcribed verbatim and presented in narrative form. The results of the transcripts were analyzed using thematic analysis techniques.

The results of data analysis from 26 respondents found that the implementation of HIS at Santo Antonio Hospital had been running well but was not optimal. The behavior of officers who understand and are familiar with the system, have a disciplined, conscientious and caring attitude, there is coordination, leadership support in fulfilling adequate facilities and infrastructure and in increasing the ability of Human Resources (HR) as factors that support the effectiveness and efficiency of HIS implementation. There are still attitudes of officers who become obstacles and management policies that have not been implemented: HIS monitoring, there is no Standard Operating Procedure and manual for use, and a culture of reward has not been implemented. The proposed strategy to overcome the inhibiting factors is to conduct training programs to improve the soft skills of officers, design regular monitoring programs, develop Standard Operating Procedures and manuals for the use of HIS and conduct a comprehensive outreach program. It can be concluded that human resources are a key factor in the successful implementation of HIS in hospitals. Saint Antonio Baturaja.

Keywords: Case Study; HIS; In-depth Interview; Inhibiting Factors; Supporting Factors