

Implementation Of Hospital Management Information System (SIMRS) At Royal Prima Hospital

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Abstract.

The health information system is part of the national health system (SKN), therefore the health system in Indonesia and health information are needed by hospitals. This concept is needed for the development of a hospital management information system (SIMRS), a puskesmas information system (SIP) and a clinical information system (Handayani, 2020). The purpose of this study was to determine the analysis of the application of hospital management information systems (SIMRS) at RSU Royal Prima. The method in this research is qualitative. The population in this study amounted to 10 respondents. The results of the study show that SIMR is very influential on patient care, HR can use the SIMRS application and there is management support in these of SIMRS at Royal Prima Hospital Medan. Based on the results of research on the analysis of the application of hospital management information systems (SIMRS) at Royal Prima Hospital, it can be concluded that the quality of the system is still not good in the quality of the system in the field because the internet network problem is not good, the quality of system information has been very helpful for service, the quality of service is very good. , HR is different, new employees are the same as the old ones, if new employees haven't, so new employees should want to learn with old employees, and old employees are proficient in using SIMRS, management supports it because this is indeed a program from management, SIMRS Royal Prima Medan is there The advantages are in patient care and the quality of information systems, all service data at RSU Royal Prima Medan can be stored properly and nicely. It is hoped that the hospital will pay more attention to and improve the quality of the SIMRS internet network at RSU Royal Prima and provide training to all employees, especially for new employees on how to use SIMRS so that services at RSU Royal Prima Medan run smoothly and well.

Keywords : Hospital management information system (SIMRS)

I. INTRODUCTION

In Indonesia, hospitals as part of the health care system generally provide services for the community in the form of health services including medical services, medical support services, medical reliability and care services (Herlambang, 2017). The health information system is part of the national health system (SKN), therefore the health system in Indonesia and health information are needed by hospitals. This concept is needed for the development of a hospital management information system (SIMRS), a puskesmas information system (SIP) and a clinical information system (Handayani, 2020). The health information system is a procedure that starts from data collection, data processing, assessment and transfer of information needed to manage and control health care services and is used for research purposes and for training (Putri, 2019). The Hospital Management Information System functions from both a medical and a business perspective. Several studies of medical institutions have found that high quality patient care depends on good documentation from each patient regarding their medical history, health status, current medical condition and treatment plan. Financial information is also essential for efficient strategic planning and operational support in the patient care process (Sidiq, 2018). According to Harsono's 2015 research on the analysis of the implementation of the Integrated Regional General Hospital Management Information System (SIM-RSUD) in West Kalimantan Province, the findings show that a customized SIMRS software system, understanding of the functions and infrastructure of Information technology and good mapping are the keys to successful implementation SIMRS.

The results of this study are expected to contribute to hospitals and academics, especially for those who are interested in the implementation of SIMRS type C to improve public health services at the district-provincial level. According to Setiawan's 2016 research on the management information system of the Welasasih Ambarawa Hospital, it was found that the implementation of the Welasasih Hospital management information system with the aim of making it easier for the hospital to deliver information about patients and

management can process data quickly, presenting the information needed by management and patients. quickly and accurately and can store data safely so that it can assist in the service process to the community. According to Sidiq's 2018 research on the application of management information systems at the Putri Hijau Hospital in Medan, statistical research results showed that knowledge, skills, hardware, software, LAN, and methods related to management information systems ($p < 0.05$). The results of the multiple logistic regression test revealed that the variables related to management information systems are skills, hardware, and methods. Skills are the most dominant factor associated with management information systems. It is recommended that the hospital conducts policies in the SIMRS education and training program periodically in a relatively short period of time and requires its human resources to take part in the education/training so that HR skills will certainly increase and increase the ability of computer memory used. Based on Putra's research in 2020 on the analysis of the application of hospital management information systems (SIMRS) at TPPRJ using the UTAUT method at TK.III Hospital DR. Reksodiwiryono Padang, the results of this study found that the implementation of SIMRS in TPPRJ had run smoothly, with SIMRS at TPPRJ it really helped them in their work and was more time efficient from manual to system. However, in its application there are some officers who have not been responsible and disciplined.

This is because there is no support and motivation from management specifically for officers yet. The conclusion of the study is the lack of responsibility and discipline of officers in inputting patient data. Management support is provided to improve the performance of officers at work. The implementation of SIMRS in TPPRJ in terms of technology is quite good, although there are still obstacles but can still be overcome. Officers have tried to make SIMRS at TPPRJ run smoothly. According to the Silitonga study in 2019, the results showed that the implementation of SIMRS at the Tampan Mental Hospital still needed to be improved, this was because not all officers were familiar with the implementation of SIMRS. The results of the study showed that improving the quality of the existing workforce in every installation of the Tampan Mental Hospital by providing training related to SIMRS, it was necessary to carry out maintenance and maintenance of machines related to SIMRS, the availability of raw materials that were not in accordance with the application for an integrated SIMRS-related installation. , there are still system errors in the implementation of SIMRS, not all installations have made Standard Operating Procedures in the implementation of integrated SIMRS. Implementation of Hospital Management Information System. According to Daerina's 2018 research on evaluating the role of perceived usefulness and attitudes towards the acceptance of the hospital management information system (SIMRS) at the Kalisat regional hospital, the results of the evaluation were supported by facts through observations and interviews that the current SIMRS implementation has not been able to support medical record data collection and reporting. fully, and employees should be given the opportunity to use SIMRS consistently, in order to build their positive attitude towards SIMRS.

Based on the initial survey that researchers conducted at RSU Royal Prima, it was found that RSU Royal Prima had been using SIMRS since 2014 until now, but there were still some problems in using the SIMRS function at RSU Royal Prima Medan, such as the system often having errors, especially during service hours. busy and result in information that is expected to be slow to obtain, thereby reducing user satisfaction, training on the use of SIMRS is considered lacking by respondents, because during this a lot of nurses learn use system from users who are already proficient in using the system. Based on the above background, researchers are interested in conducting research on the implementation of the hospital management information system (SIMRS) at RSU Royal Prima.

II. METHODS

The type and design in this study is qualitative, namely to obtain information about the implementation of the hospital management information system (SIMRS) at RSU Royal Prima. The study was conducted at RSU Royal Prima Medan in February 2022. The sample in this study amounted to 11 people. In this study, researchers used the triangulation test, where triangulation is to compare, check the truth and suitability of research data through different methods (Fitrah, 2017). The data analysis method was carried out by compiling, discussing and evaluating data and the results of interviews/observations regarding

the implementation of the hospital management information system (SIMRS) at Royal Prima Hospital. In this study, the techniques used in data collection methods are: Observation, namely data collection by conducting direct observations of things that are considered necessary and related to the object of research. Interviews are data collection by conducting direct question and answer. Documentation, documenting the implementation of research activities through photos or pictures, as physical evidence of research implementation and literature review, namely reading books that can help conduct research to obtain relevant data.

III. RESULT AND DISCUSSION

Based on the results of the researcher's interview with the director of medical services, it was found that SIMRS was functioning well, but there were several units such as pharmacy which were improving the quality of SIMRS, HR had been able to use SIMRS and there was management support in using SIMRS. According to the results of interviews with customer service at RSU Royal Prima Medan, the use of SIMRS at RSU Royal Prima Medan has gone well, HR is able to use the SIMRS application and management provides full support in using SIMRS at RSU Royal Prima Medan. Based on Wahyuni's 2015 research on the evaluation of hospital management information systems (SIMRS) using the Unified Theory Of Acceptance And Use Of Technology (Utaut) method, the results of this study indicate that there is a value gap between management expectations and user perceptions. In order for the process to be better, corrective actions are given in the form of proposed improvement steps for each process. Based on the results of interviews with researchers with employees in the Emergency Department, it was found that services using SIMRS greatly facilitate services, HR can already use SIMRS and management has support in using SIMRS at Royal Prima Hospital Medan. Based on Pahlevi's research in 2021 on the Implementation of Hospital Management Information System Integration with Laboratory Information Systems at PKU Muhammadiyah Sekapuk Hospital, the results tested contained errors when incorrect data was entered and then it was not read on SIMRS. This can be overcome by re-mapping between the existing inspection codes on SIMRS and LIS so that there are minimal errors when sending inspection results from LIS to SIMRS.

According to the results of interviews with researchers with outpatients, it can be concluded that SIMR can facilitate service to patients, HR is proficient in using the SIMRS application and there is full support from management in using SIMRS at Royal Prima Hospital Medan. According to Kristanti et al's research in 2021 on Hospital Management Information Systems, the results of the study identified three main root problems, namely the completeness of standard operating procedures (SOPs) and management, cognition and HR capabilities, systems and technology. Based on the results of researcher interviews with inpatient employees, it can be concluded that SIMRS is very helpful for services, while in SIMR problems there are old network problems, HR can already use SIMRS and there is support from management in using SIMRS. Based on Sari et al's 2020 research on the Analysis of Cash Receipts and Expenditures System at Muhammadiyah Metro Hospital, the results showed that cash receipts and disbursements, and the SIMRS system was less effective to use. Based on the results of interviews with researchers and radiology staff, it can be concluded that with the SIMR system the service is faster, the number of errors in service is minimal, HR can already use SIMRS and there is management support in radiology services for the use of SIMRS at RSU Royal Prima Medan. According to Mudiono et al's 2018 research on the Impact of System Quality, System Users and Organizations in Utilizing Hospital Management Information System Performance at RSU Dr. H. Koesnadi Bondowoso obtained research results.

Based on the test results, there is an effect of system quality on system users with a t statistic of 3,219 (t statistic > t table 1.96) meaning that the better the quality of the system applied, the greater the system user operating the SIMRS application. In addition, there is no effect of system quality on organization with t statistic of 0.483 (t statistic < t table 1.96) and there is no influence of organization on system users with t statistic of 1.489 (t statistic < t table 1.96). Furthermore, there is the influence of system users on the utilization of SIMRS performance with a t statistic of 5.838 (t statistic > t table 1.96) and there is an organizational influence on the utilization of SIMRS performance with a t statistic of 3.589 (t statistic > t table 1.96). Based on the results of interviews of researchers with employees in physiotherapy on the use of

SIMR, the service is getting faster, HR can already use SIMRS and there is management support for the use of SIMRS at RSU Royal Prima Medan. Based on Dewi's 2019 research on Evaluation of Hospital Management Information Systems at the Medical Record Installation of H. Adam Malik Hospital with the Human Organization Technology Fit (HOT-FIT) Method in 2019, the results of the study showed that there was an influence of human factors and technology on net profits, meaning H_0 was rejected. and H_a is accepted, while for organizational factors it has no effect on net benefits, meaning that H_0 is accepted and H_a is accepted and rejected. Simultaneously, all independent variables have a significant effect on the dependent variable, namely human, technological and organizational factors, impact on net profit. The R-squared value is 0.635, which means that all dependent variables can influence the independent by 63.5%. Based on the results of researcher interviews with hemodialysis employees, it can be concluded that the use of SIMRS is good, only constrained by the old internet network, hemodialysis employees are able to use SIMRS and there is management support for the use of SIMRS.

According to Puspitasari's 2019 research on the Assessment of the Benefits of Hospital Management Information Systems (SIMRS) on Individuals and Organizations with the Delone and McLean Model at RSUD dr.Hardjono, Ponorogo Regency, the results of the outer model test showed that the indicators forming the construct had met the validity and reliability of the data, while from testing the inner model, it is found that the test model meets the model fit requirements. From the results of hypothesis testing, it is found that the path coefficient value and p-value are the basis for making conclusions. The results of the analysis obtained a hypothesis that has no effect on user satisfaction, namely the information quality variable. Meanwhile, the variables of information quality and service quality have an effect on user satisfaction. User satisfaction variable affects the net benefit in the form of organizational impact and individual impact. According to the results of interviews by researchers with nutrition staff, it can be concluded that the use of SIMRS does not have much effect on patient care in nutrition, and human resources who use SIMRS are only for nutritionists but there is management support for the use of SIMRS. According to Darmayanti's 2018 research on Quality Analysis of Management Information Systems at Dr. General Hospital. Fauziah Bireun obtained the results of the study, it can be concluded that the lack of quality of SIMRS in terms of infrastructure and human resources. It is recommended that the management allocate special funds to the RBA or collaborate with the APBD in providing all infrastructure deficiencies, recruiting personnel, assertiveness from the management to improve discipline, Based on the results of researcher interviews with pharmacy employees, it can be concluded that the use of pharmaceutical SIMRs is very supportive of drug and pharmaceutical medical devices services but there are still some system quality problems, HR can already use SIMRS but there are new employees who do not understand the use of SIMRS and there is full support in the use of SIMRS in the Pharmacy of the Royal Prima General Hospital Medan.

According to Wahyuni's 2015 research on the evaluation of hospital management information systems (SIMRS) using the unified theory of acceptance and use of technology (UTAUT) method, the results of this study indicate that there is a gap between management expectations and user perceptions. Based on the results of researcher interviews with cashier employees, it can be concluded that using SIMRS at the cashier is very helpful for service, the problem is only the old network, all cashier members can already use SIMRS and there is full support from management in using SIMRS. Based on Setiawan's 2016 research on Analysis of the Implementation of Hospital Management Information System Utilization (SIMRS) at Kardinah Tegal Hospital, it can be seen that hospital information systems have an important role in clinical and administrative services. Information management in hospitals has started using an electronic-based system (SIMRS), hospitals need a management information system (SIM) to improve the quality of medical services. The integrated hospital SIM (SIMRS) is designed to integrate the main functions of the hospital into one unified system that is stored in a central database. According to Jogiyanto (2001: 12) application is the application, storing something, data, existing problems so that it turns into something new form. Without remove the basic values of the data, the problem, the work itself.

IV. CONCLUSION

The quality of the system in the field is still not good because the problem with the internet network is not good, so it slows down employees at Royal Prima Hospital in using this SIMRS. The quality of the information system has greatly helped the services at RSU Royal Prima Medan, both in medical and non-medical services. The quality of service is very good in supporting services at RSU Royal Prima Medan. They support it because this is a program from management, because most hospitals throughout Indonesia or around the world use the SIMRS system depending on the vendor, which vendor they fully support. The advantages of using SIMRS at RSU Royal Prima Medan are as follows: it can facilitate service to patients, can provide patient data information, can view the patient's disease history and can view the patient's drug history. The quality of the information obtained by the Royal Prima Hospital on the use of the SIMRS System, all service data at the Royal Prima Hospital Medan can be stored properly and well.

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VI. ETHICAL CONSIDERATIONS

The research will be conducted after the researcher has obtained ethical clearance from the Prima University Ethics Committee. Ethical considerations are standards of behavior that distinguish between acceptable behavior and unacceptable behavior (Tappen, 2016). To ensure accountability to participants, a study requires the protection of human rights which include autonomy, privacy, confidentiality, and justice (Wood and Ross-Kerr, 2011).

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