

ABSTRACT

Background : The Minister of Health of the Republic of Indonesia issued Minister of Health Regulation no. 82 of 2013 concerning Hospital Management Information Systems, where Article 3 Paragraph 1 states that every hospital is obliged to implement a Hospital Management Information System (SIMRS). Based on the initial survey that was carried out, information was obtained that the implementation of SIMRS Generic Open Source at the Kol Regional Mental Hospital. H. M. Syukur Jambi still faces various obstacles.

Method : This research method is qualitative research with a case study approach. Consisting of 17 informants, namely 13 SIMRS users, 2 IT staff (one of whom is the head of SIMRS), 1 cashier and 1 related head of division. Data validity testing was carried out using triangulation of sources and methods. This research was carried out in October-November 2024.

Results : The input aspect, namely the number of SIMRS IT personnel in quantity, is actually sufficient, but in terms of quality, the results show that the qualifications of SIMRS IT personnel do not meet the needs, training is often attended by SIMRS IT staff, namely technicians, the response of IT staff is fast, but if they are facing problems in other units, it is a bit slow because the number of staff who are IT experts is limited, user human resources are sufficient in quantity, in terms of quality they have the ability to use SIMRS but do not fully understand because training has never been carried out, application features in parts that already use SIMRS are still incomplete, do not meet needs, and do not meet the minimum application standards based on guidelines. SIMRS from the Ministry of Health, the quality of the network is often unstable, the adequacy of facilities and infrastructure in the SIMRS IT room is sufficient in quantity and meets standards, while in terms of quality it is still not up to par, there are still some deficiencies in the adequacy of computers installed using SIMRS in quantity, there are computers that are slow due to old computers, namely in the neurological polyclinic and nutritional installations, there are funding constraints in implementing SIMRS, and there are no standard operating procedures in implementing SIMRS. Then for the process aspect, the results showed that not all departments use SIMRS, the service flow is the same as in other public hospitals except that the main service is psychiatric, SIMRS has been integrated with all departments, but has not been integrated with other systems outside the hospital, except Satu Sehat, users can feel the benefits of SIMRS even though it is still on a small scale, regular network and system maintenance has been carried out, updates or application development have been carried out, but it is not yet optimal, while equipment maintenance is only carried out when damage occurs, there are no regular checks.

Conclusion : Based on the results, it was concluded that the implementation of SIMRS at RSJD Kol. H. M. Syukur Jambi still faces various obstacles.

Keywords : SIMRS, Input, Process

ABSTRAK

Latar Belakang : Menteri Kesehatan Republik Indonesia mengeluarkan Permenkes No. 82 Tahun 2013 tentang Sistem Informasi Manajemen Rumah Sakit, di mana Pasal 3 Ayat 1 menyebutkan bahwa setiap rumah sakit wajib menyelenggarakan Sistem Informasi Manajemen Rumah Sakit (SIMRS). Berdasarkan survei awal yang telah dilakukan diperoleh informasi bahwa penerapan SIMRS *Generic Open Source* di Rumah Sakit Jiwa Daerah Kol. H. M. Syukur Jambi masih menghadapi berbagai kendala.

Metode : Metode penelitian ini adalah penelitian kualitatif dengan pendekatan studi kasus. Terdiri dari 17 orang informan yaitu 13 orang *user* SIMRS, 2 orang staff IT (satu diantaranya kepala SIMRS), 1 orang kasi dan 1 orang kbid terkait. Uji keabsahan data dilakukan dengan metode triangulasi sumber dan metode. Penelitian ini dilaksanakan pada bulan Oktober-November 2024.

Hasil : Aspek *input* yaitu jumlah tenaga IT SIMRS secara kuantitas sebenarnya sudah mencukupi, namun secara kualitas didapatkan hasil bahwa kualifikasi tenaga IT SIMRS belum memenuhi kebutuhan, pelatihan sering diikuti staf IT SIMRS yaitu teknisi, respon staf IT cepat namun jika sedang menghadapi permasalahan di unit lain agak lambat karena jumlah staf yang memang ahli IT terbatas, SDM *user* secara kuantitas sudah mencukupi, secara kualitas kemampuan menggunakan SIMRS sudah bisa namun belum paham sepenuhnya karena belum pernah dilakukan pelatihan, fitur aplikasi dibagian yang sudah menggunakan SIMRS masih ada yang belum lengkap, belum memenuhi kebutuhan, dan belum memenuhi standar minimal aplikasi berdasarkan pedoman SIMRS dari Kementerian Kesehatan, kualitas jaringan seringkali tidak stabil, kecukupan sarana dan prasarana di ruang IT SIMRS secara kuantitas sudah mencukupi dan sesuai standar, sedangkan secara kualitas masih belum memenuhi, kecukupan komputer secara kuantitas diinstalasi yang sudah menggunakan SIMRS masih ada beberapa yang kurang, terdapat komputer yang lemot karena komputer lama yaitu di poli syaraf dan instalasi gizi, terdapat kendala dana dalam penerapan SIMRS, dan belum ada standar operasional prosedur dalam penerapan SIMRS. Kemudian untuk aspek *process* didapatkan hasil bahwa belum semua bagian menggunakan SIMRS, alur pelayanan sama seperti di rumah sakit umum lainnya hanya saja pelayanan utamanya adalah kejiwaan, SIMRS sudah terintegrasi dengan semua bagian, namun belum terintegrasi dengan sistem lain di luar rumah sakit, kecuali Satu Sehat, manfaat SIMRS sudah bisa dirasakan pengguna walaupun masih dalam skala kecil, sudah dilakukan pemeliharaan jaringan dan sistem secara berkala, *update* atau pengembangan aplikasi sudah dilakukan hanya saja belum maksimal, sedangkan untuk pemeliharaan peralatan hanya dilakukan ketika terjadi kerusakan, tidak ada pengecekan secara berkala.

Kesimpulan : Berdasarkan hasil didapatkan kesimpulan bahwa penerapan SIMRS di RSJD Kol. H. M. Syukur Jambi masih menghadapi berbagai kendala.

Kata Kunci : SIMRS, Masukan, Proses