Penyiapan implementasi business intelligence berbasis malcolm baldrige di Rumah Sakit Duren Sawit tahun 2007

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Abstrak

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Sebagai institusi kesehatan pemerintah yang cukup terdepan dalam hal manajemen mutu, Rumah Sakit Duren Sawit (RSDS) telah mengimplementasikan berbagai sistem manajemen mutu, diantaranya Malcolm Baldrige National Quality Program dengan Health Care Criteria for Performance Excellence, Quality Management System (QMS) ISO 9001:2000, Occupational Health and Safety Asessment System (OHSAS 18001), Competency Based Human Resources Management, serta sistem-sistem lainnya sebagai instrumen pemberdayaan pegawai yang merupakan sumber daya utama dalam pencapaian tujuan strategis RSDS. Masing-masing sistem manajemen mutu tersebut memiliki variabelvariabel yang sifatnya spesifik dan terus menerus berubah dari waktu ke waktu. Saat ini penyajian datanya masih tersebar dari berbagai pintu dan sumber sesuai penanggungjawabnya sehingga pengambilan informasi memakan waktu yang lebih lama serta pemantauannya belum dapat menggambarkan tren, analisis multidimensi serta profil kompetitor. Penelitian ini mencari dengan terapan-terapan Baldrige Health Care Criteria for Performance Excellence yang berjalan di RSDS, namun tidak melakukan scoring terhadap variabel-variabel MBNQA.

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Tujuan penelitian ini adalah diperolehnya informasi mengenai penyiapan implementasi Business Intelligence dengan basis Malcolm Baldrige di RS Duren Sawit pada tahun 2007. Peneliti melakukan investigasi sistem untuk mengetahui kelayakannya, kemudian dilakukan analisis sistem untuk mengetahui kebutuhan informasi yang diperlukan. Rancangan penelitian yang dipakai adalah penelitian kualitatif. Informan kunci pada penelitian ini adalah Direktur RSDS, Manager Representatif, Kabag. Tata Usaha RSDS serta Koordinator EDP. Keempat informan kunci tersebut merupakan pihak yang akan banyak menggunakan informasi yang disajikan oleh business intelligence RSDS. Hasil penelitian ini adalah implementasi business intelligence telah layak untuk dilakukan. Didapatkan sebanyak 147 variabel level informasi, dengan dominasi banyaknya informasi pada kategori Process Management pada Proses Kunci Layanan RSDS. Mayoritas ketersediaan data sudah dalam bentuk non laporan manual (81%). Dari keseluruhan proses, effort implementasi business intelligence saat ini berkisar antara 15-35%..

Dari hasil penelitian ini disarankan kepada pihak manajemen untuk melanjutkan sosialisasi, pelatihan sistem informasi, menegaskan kebijakan sistem informasi yang

berlaku. Data dalam bentuk laporan manual perlu dilakukan standarisasi informasi sehingga bisa dikonversi menjadi bentuk database, sedangkan data dalam bentuk file non database diperlukan penyepakatan konsistensi data untuk percepatan implementasi business intelligence.

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ABSTRACT
As a leader in quality management system, Duren Sawit Hospital has implement plenty of Quality Management System, such as Malcolm Baldrige National Quality Program, Quality Management System (QMS) ISO 9001:2000, Occupational Health and Safety Asessment System (OHSAS 18001), Competency Based Human Resources Management and other quality management system toward strategic goals of the organization.

Each quality management system has many specific and changing variables. The report of each system is still disseminated according to its own departement. This condition leads to longer infotmation gathering time and incompatibility of showing trendline, multidimensional analysis and also profile of hospital?s competitor.

This study looks for the implementation of Malcolm Baldrige Health Care Criteria in this hospital and gathered information on preparation of Duren Sawit Hospital on implementing business intelligence based on Malcolm Baldrige. It doesn?t conduct scoring of MBNQA variables. System investigation conducted to get the feasibility of business

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intelligence. System analysis conducted later to get the information needed. The study use qualitative approach with indepth interview and direct observation for primary data and hospitals archive for secondary one.

The study showed that business intelligence is feasible to be developed. System analysis gathered 147 information variables and process management has the most of it. Most of data availibilty is on electronic form (database, non database). Estimation of existing implementation effort is 15-35%.

Suggested effort including staff trainning, management consistency of single information system, continuing of breaking down the information variables and standarizing manual information into database and agreement on data consistency for acceleration of business intelligence implementation., As a leader in quality management system, Duren Sawit Hospital has implement plenty of Quality Management System, such as Malcolm Baldrige National Quality Program, Quality Management System (QMS) ISO 9001:2000, Occupational Health and Safety Asessment System (OHSAS 18001), Competency Based Human Resources Management and other quality management system toward strategic goals of the organization.

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