

Perancangan Perbaikan Proses Pelayanan Rawat Jalan Rumah Sakit dengan Dukungan Internet of Things (IoT) = Designing Hospital Outpatient Process Improvement with the Support of Internet of Things (IoT)

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Abstrak

Rumah sakit perlu memastikan perawat dan petugas rawat jalan dapat memberikan pelayanan yang aman, cepat, dan akurat. Mengambil studi kasus pada salah satu rumah sakit swasta di Indonesia, layanan instalasi rawat jalan rumah sakit sering menghadapi beberapa permasalahan di bidang administrasi pasien dan obat serta integrasi informasi. Penelitian ini bertujuan untuk merancang perbaikan waktu proses operasional pelayanan rawat jalan (efisiensi) dengan memanfaatkan Internet of Things (IoT) dan pendekatan Business Process Reengineering (BPR) menggunakan perangkat lunak iGrafx. Metode Complex Proportional Assessment (COPRAS) digunakan untuk memprioritaskan risiko dari proses saat ini yang akan diusulkan sebagai tindakan perbaikan dengan implementasi IoT. Penelitian ini memberikan tiga pilihan skenario, di mana perbaikan terbesar terdapat pada penerapan Integrated Electronic Health Record (EHR) with Clinical Decision Support System (CDSS) dan stiker RFID tag dengan pengurangan total waktu proses sebesar 52,94% untuk proses pelayanan pada pasien umum, 53,59% pada pasien BPJS, dan 52,53% pada pasien asuransi.

.....Hospitals must ensure that nurses and outpatient officers can provide safe, fast, and accurate services. Taking one private hospital in Indonesia as research subject, hospital outpatient installation services often face several problems in the field of patient and drug administration as well as information integration. The purpose of this study is to design operational process improvement (efficiency) to the outpatient installation services by the implementation of Internet of Things (IoT) with the Business Process Reengineering (BPR) approach using iGrafx software. The Complex Proportional Assessment (COPRAS) method is used to prioritize the risks of the current process which will be proposed as remedial actions with IoT implementation. This research proposes three scenario choices, where the biggest improvement is in the implementation of Integrated Electronic Health Record (EHR) with Clinical Decision Support System (CDSS) and RFID tag stickers with a total reduction of processing time of 52,94% for service processes in general patients. 53,59% in BPJS patients, and 52,53% in insurance patients.