

ABSTRAK

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Pengembangan Sistem Informasi Indikator Keselamatan Pasien untuk Mendukung Monitoring Mutu Pelayanan Keperawatan di Rumah Sakit Haji Surabaya
vii +186 halaman + 21 tabel + 33 gambar + 17 lampiran

Mutu pelayanan keperawatan adalah komponen penting dalam sistem pelayanan kesehatan, mutu pelayanan keperawatan di Rumah Sakit Haji Surabaya di ukur salah dengan menggunakan indikator mutu pelayanan keperawatan, salah satu indikator tersebut adalah indikator keselamatan pasien. Sistem informasi indikator keselamatan pasien yang ada saat ini masih *paperbase* sehingga menghasilkan informasi yang tidak akurat, sulit diakses, tidak tepat waktu, tidak lengkap, tidak mudah dan tidak tersedia. Tujuan dari penelitian ini adalah menghasilkan sistem informasi indikator keselamatan pasien untuk mendukung monitoring mutu pelayanan keperawatan di Rumah Sakit Haji Surabaya.

Pengembangan sistem dilakukan berdasarkan langkah-langkah FAST (*Framework for the application of systems techniques*). Penelitian dilakukan secara kualitatif untuk mengetahui permasalahan sistem informasi sebelum pengembangan dan secara kuantitatif untuk mengetahui kualitas informasi yang terdiri dari kemudahan akses, keakuratan, kelengkapan, ketepatan waktu dan ketersediaan. Analisis data dilakukan secara kualitatif dengan metode *content analysis*, sementara analisis data kuantitatif dilakukan dengan analisis deskriptif dan analisis inferensial dari sistem informasi sebelum dan sesudah pengembangan.

Hasil penelitian yaitu didapatkan gambaran sistem sebelum dikembangkan, adanya intruksi dan kebijakan untuk dikembangkan sistem yang baru, ditemukan permasalahan sistem dari *performance, information, control, efficiency dan services*, diketahui kebutuhan pengguna dan form, diperoleh rancangan basis data, input, proses dan output dan telah dilakukan uji coba. Sedangkan perbedaan kualitas informasi sebelum dan sesudah menunjukkan skor rata-rata tertimbang sebelum pengembangan 2 dan sesudah pengembangan 4 artinya kalau ada peningkatan kualitas informasi dari sistem yang sudah dikembangkan. Didapatkan hasil uji tanda 2 arah diperoleh $\chi^2 = 0,0001$ karena $\chi^2 < 0,05$. Maka (H_0) ditolak dan hipotesis (H_a) diterima dimana mempunyai arti bahwa terdapat perbedaan kualitas informasi yang signifikan antara sebelum dan sesudah pengembangan sistem informasi indikator keselamatan pasien untuk mendukung monitoring mutu pelayanan.

Saran bagi Rumah Sakit Haji Surabaya untuk melakukan koordinasi antara unit simrs dan bidang keperawatan untuk sosialisasi serta pelatihan tentang software ini.

Kata kunci : Sistem Informasi, Indikator Keselamatan Pasien, Monitoring, Mutu Pelayanan Keperawatan

Kepustakaan : 44 (1996 - 2010)

ABSTRACT

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Information System Development on Patient Safety Indicators to Support Nursing Service Quality Monitoring at Haji Hospital, Surabaya

vii + 186 pages + 21 tables + 33 figures + 17 enclosures

Nursing service quality was an important component in the health system services. Nursing quality in Haji hospital Surabaya was measured using nursing service quality indicators. One of the indicators was patient safety indicator. The current information system on patient safety indicator was still in a paper-based form. As a consequence, it produced inaccurate information, difficult to access, time inaccuracy, incomplete and insufficient information. The objective of this study was to produce information system on patient safety indicator to support nursing service quality monitoring at Haji hospital Surabaya.

Development of the system was based on Framework for the application of systems techniques (FAST) steps. This study was conducted qualitatively to identify problems on the information system before the development; and quantitatively to identify information quality such as easiness of access, accuracy, completeness, time accuracy and availability. Data analysis was done qualitatively using content analysis method. Quantitative data was analyzed using descriptive analysis and inferential analysis from information system before and after the development.

Results of the study were a picture of the system before the development; instruction and policies to develop a new system; finding system problems from performance, information, control, efficiency and services; identification of user needs and forms; attainment of tested data base planning, input, process and output. The quality of Information before the development was not the same as the quality of information after the development. Weighted average score before the development was 2, and the score after the development was 4 indicated that there was an improvement of the system quality after the development. Two ways sign test showed $p= 0.0001$; H_0 was rejected and H_a was accepted. It meant that there was a significant difference in the quality information before and after the development of patient safety indicator information system to support service quality monitoring.

It is suggested for Haji Hospital in Surabaya to conduct coordination between Hospital Information Management System Unit (SIMRS) and nursing section to socialize and conduct training on this software.

Key words : Information system, patient safety indicator, monitoring,
nursing service quality

Bibliography : 44 (1996-2010)