

ABSTRAK

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GAMBARAN KINERJA PADA APLIKASI SATUSEHAT DI RUMAH SAKIT DAERAH IDAMAN BANJARBARU

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Transformasi digital di bidang kesehatan mendorong implementasi aplikasi SATUSEHAT yang terintegrasi dengan Rekam Medis Elektronik (RME) di berbagai fasilitas pelayanan kesehatan, termasuk di Rumah Sakit Daerah Idaman Banjarbaru. Penilaian terhadap kinerja aplikasi ini penting untuk mengetahui sejauh mana aplikasinya mampu mendukung efisiensi, efektivitas, serta kualitas pelayanan kesehatan. Penelitian ini bertujuan untuk menggambarkan kinerja aplikasi SATUSEHAT berdasarkan enam aspek dalam metode *PIECES*, yaitu: *Performance, Information and Data, Economic, Control and Security, Efficiency, dan Service*. Penelitian ini menggunakan metode kualitatif serta teknik pengumpulan data melalui observasi dan wawancara. Hasil penelitian menunjukkan bahwa aplikasi SATUSEHAT memiliki kinerja yang cukup baik pada aspek keterbacaan dan responsivitas, meskipun kecepatan akses data masih perlu ditingkatkan. Pada aspek informasi dan data, masih ditemukan kendala dalam pemahaman serta kelengkapan input data. Dari sisi ekonomi, aplikasi dinilai belum optimal karena masih ada beberapa unit yang belum terintegrasi. Sistem keamanan dan kontrol akses dinilai cukup baik, sementara efisiensi kerja meningkat berkat adanya integrasi antarunit. Pada aspek layanan, aplikasi mampu mempercepat proses kerja. Kesimpulannya, aplikasi SATUSEHAT telah memberikan kontribusi positif dalam pengelolaan data kesehatan secara digital. Meski demikian, masih dibutuhkan peningkatan pada pelatihan pengguna, pemahaman fitur teknis, serta perbaikan infrastruktur jaringan guna mendukung kinerja aplikasi secara optimal.

Kata Kunci: Rekam Medis Elektronik, SATUSEHAT, PIECES, Rumah Sakit

ABSTRACT

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PERFORMANCE OVERVIEW OF THE SATUSEHAT APPLICATION AT IDAMAN REGIONAL HOSPITAL BANJARBARU

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Digital transformation in healthcare encourages the implementation of the SATUSEHAT application, which is integrated with Electronic Medical Records (EMR) across various health service facilities, including the Idaman Banjarbaru Regional Hospital. Research on the performance of this application is important to determine the extent to which it can support the efficiency, effectiveness, and quality of health services. This study aims to describe the performance of the SATUSEHAT application based on six aspects of the PIECES method, namely: Performance, Information and Data, Economic, Control and Security, Efficiency, and Service. This study uses a qualitative method through in-depth interviews with Medical Records staff and the IT head, as well as data collection techniques through observation and interviews. The results show that the SATUSEHAT application has a fairly good performance in terms of readability and responsiveness, although data access still needs to be improved. Regarding information and data, there are still findings related to understanding and the completeness of the input data. From an economic perspective, the application is not yet optimal as some units have not been fully integrated. Security and access control aspects are considered good, while work efficiency has increased thanks to inter-unit integration. Although the application speeds up work processes, technical training is still needed, especially for non-IT users. In conclusion, the SATUSEHAT application has made a positive contribution to the digital management of health data. However, further improvements are needed in user training, understanding of technical features, and network infrastructure to support optimal application performance.

Keywords: Electronic Medical Records, SATUSEHAT, PIECES, Hospital