

Analisa manfaat sistim informasi rumah sakit dalam pengklaiman pasien jaminan kesehatan nasional di Rumah Sakit Umum Kertha Usada Singaraja Bali = Benefit analysis of hospital information system in national health insurance patients claims at Kertha Usada General Hospital Singaraja Bali

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Abstrak

SIRS merupakan salah satu sub-sistem penting dalam pelayanan rumah sakit untuk menghasilkan informasi yang cepat, tepat, dan berguna untuk segenap stakeholder di rumah sakit. SIRS yang telah berjalan wajib untuk dievaluasi, agar sesuai dengan perkembangan kebutuhan pelayanan. Di era jaminan kesehatan nasional JKN, rumah sakit harus memiliki SIRS yang mampu terintegrasi dengan sistem informasi BPJS. Untuk menganalisa manfaat penggunaan SIRS pada proses klaim pasien JKN, peneliti mengadopsi kombinasi berbagai model evaluasi sistem. Tujuan penelitian ini untuk mengetahui gambaran implementasi SIRS di RSUD Kertha Usada terhadap ketepatan pengklaiman pasien JKN. Penelitian ini bersifat studi analitik berdesain cross sectional, dengan sampel penelitian sebanyak 100 sampel. Instrumen penelitian menggunakan kuisioner dengan dilakukan analisis data univariat, bivariat chi-square test, dan multivariat logistic regression menggunakan aplikasi SPSS. Hasil penelitian memperlihatkan sampel penelitian valid dan reliabel digunakan sebagai sampel penelitian, dengan nilai R tabel $> 0,3610$ DF 28, 0,05. Berdasarkan data demografi 75 sampel perempuan, dengan rata-rata usia 24-40 tahun sebanyak 68, dan sampel terbanyak 84 pada jabatan pelaporan. Semua indikator variabel independen dipersepsikan baik oleh responden. Hasil analisis Chi-Square, variabel independen: kualitas sistem, kualitas layanan, kualitas informasi, kepuasan memiliki hubungan dengan dampak individu. Hasil analisis multivariat memperlihatkan hanya variabel kualitas sistem yang berpengaruh terhadap dampak individu dengan sebesar 3,378 kali OR 3,378. Hasil penelitian mengemukakan terdapat pengaruh SIRS terhadap ketepatan pengklaiman pasien JKN RSUD Kertha Usada Singaraja Bali

.....Hospital information system HIS is one of the important sub systems in hospital services to produce fast, precise, and useful information for all stakeholders in hospitals. HIS that has been running must be evaluated, to fit with the service development. In the era of national health service coverage NHS, the hospitals must have HIS that can be integrated with BPJS information system. To evaluate the effect of HIS benefit on the NHS claims process, researchers adopt combination of information evaluation models. The aim of this study was to know the description of HIS implementation in Kertha Usada General Hospital with the accuracy of HIS claims. This research is cross sectional design with analytical study by using 100 samples. The research instrument used questionnaire with univariate data analysis, bivariate chi square test, and multivariate logistic regression using SPSS application. The result of the research shows that the data is valid and reliable used as the research sample, with R table $0,3610$ DF 28, 0,05. Based on demographic data 75 of female samples, with mean age 24-40 years as many as 68, and 84 samples are in reporting position. All of the independent variable have good perception by the respondent. Chi Square analysis results, independent variable system quality, service quality, information quality, and satisfaction has good relation with individual impact p value 0.05. Multivariate test shows that only system quality impact

individual impact, 3,378 times OR 3,378 . The result of study indicates that there is influence of HIS on the accuracy of NHS claims.