

Analisis Efektivitas Telemedicine Di Rumah Sakit Universitas Indonesia Pada Pandemi COVID-19 = Analysis of the Effectiveness of telemedicine in Indonesia University Hospitals in the COVID-19 Pandemic

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920560368&lokasi=lokal>

Abstrak

Pendahuluan : Rumah sakit Universitas Indonesia (RSUI) mengadopsi telemedicine sebagai alternatif pelayanan kesehatan. Implementasi telemedicine tidak hanya terfokus tentang teknologi yang digunakan, melainkan banyak sumber daya dan investasi yang berkontribusi. Tujuan : menilai efektivitas telemedicine sebagai pengganti konsultasi tatap muka dan menganalisa faktor –faktor yang menghambat efektivitas telemedicine. Metode : penelitian ini merupakan deskriptif kualitatif dengan pendekatan studi kasus dengan menganalisis sistem (input-proses-output) pada pelayanan telemedicine di poliklinik rawat jalan RSUI. Hasil : RSUI memanfaatkan teknologi sederhana dalam implementasi telemedicine menggunakan google meeting online. Telemedicine RSUI dinilai efektif sebagai pengganti layanan tatap muka karena RSUI mampu mengoptimalkan seluruh sumberdaya yang ada, menyelesaikan 93 % dari 1665 jadwal kunjungan telemedicine yang terdaftar, dan pengguna menyatakan kepuasan akan layanan ini. Hambatan dalam pencapaian efektivitas mulai dari kurangnya tingkat promosi dan belumnya digunakannya aplikasi/fitur yang memudahkan pengguna mengakses telemedicine. Pembahasan : Telemedicine di RSUI meningkatkan aksesibilitas pelayanan klinis, keberhasilan telemedicine didasarkan kepada kepuasan para penggunaannya. Pemanfaatan metode video panggil, kemampuan sumber daya dan konektivitas jaringan internet menjadi faktor pendukung utama keefektifan telemedicine. Percepatan pengembangan telemedicine melalui strategi digital yang inovatif akan meningkatkan efektivitas pelayanan telemedicine di RSUI. Alternatif strategi tersebut dapat berupa pengembangan aplikasi secara mandiri ataupun kerjasama dengan pihak swasta. Aplikasi yang inovatif, inklusif, dan ramah pengguna menjadi solusi untuk meningkatkan efektivitas telemedicine. Kesimpulan : Implementasi layanan telemedicine di RSUI efektif sebagai alternatif pengganti layanan tatap muka pada pandemi COVID-19. Strategi digital yang inovatif dengan konsep terintegrasi dari pelayanan telemedicine akan meningkatkan efektivitas telemedicine di RSUI.

.....Introduction: The University of Indonesia Hospital (RSUI) implements telemedicine services as alternative health. The implementation of telemedicine is not only focused on the technology used but also on the many resources and investments that contribute. Objectives: To assess telemedicine's effectiveness as a substitute for face-to-face consultations and to analyze the factors that hinder the effectiveness of telemedicine. Method: This research is a qualitative descriptive with a case study approach by analyzing the system (input-process-output) in telemedicine services at the outpatient polyclinic of RSUI. Result: RSUI utilizes simple technology in implementing telemedicine using online google meetings. RSUI telemedicine is considered adequate as a substitute for face-to-face services because RSUI can optimize all available resources by presenting online clinics, completing 93% of the 1665 registered telemedicine visits, and telemedicine users expressing satisfaction with this. Barriers to the effectiveness of telemedicine services are not aware of the lack of promotion and the lack of applications/features that make it easier for users to access telemedicine. Discussion: Telemedicine at RSUI increases the accessibility of clinical services. The

success of telemedicine is based on the satisfaction of its users. The utilization of video calling methods, resource capabilities, and internet network connectivity are the main supporting factors for the effectiveness of telemedicine. The acceleration of telemedicine development through innovative digital strategies will increase the effectiveness of telemedicine services at RSUI. The alternative approach can be in the form of application development independently or in collaboration with private parties. Innovative, inclusive, and user-friendly applications are the solution to increasing the effectiveness of telemedicine. Conclusion: Implementation of telemedicine services at RSUI is effective as an alternative to face-to-face services during the COVID-19 pandemic. An innovative digital strategy with an integrated telemedicine service concept will increase telemedicine's effectiveness at RSUI.