

INTISARI

Latar belakang: COVID-19 dilaporkan menginfeksi manusia pertama kali di Wuhan Desember 2019. Kejadian COVID-19 menyebar ke seluruh dunia termasuk Indonesia dan dinyatakan sebagai pandemi oleh World Health Organization. Rumah sakit Mata “Dr. YAP” terdampak pandemi COVID-19. *Business Continuity Plan* (BCP) merupakan usaha dalam mempertahankan keberlangsungan suatu bisnis dengan menilai risiko yang ada dan mungkin terjadi, sebagai penyelamat aset saat terjadinya bencana, untuk mencapai tujuan bisnis, menjaga kemampuan operasional, reputasi, pandangan pelanggan, dan pendapatan. Melihat hal tersebut diperlukan penyusunan BCP di RS Mata “Dr. YAP” dalam menghadapi dampak pandemi COVID-19 terhadap manajemen dan pengembangan usaha rumah sakit.

Tujuan: Menyusun BCP RS Mata “Dr. YAP” dalam menghadapi dampak pandemi COVID-19 terhadap manajemen dan pengembangan usaha rumah sakit.

Metode: Studi ini merupakan studi deskriptif. Penyusunan BCP dilakukan dengan wawancara terhadap *subject* penelitian yang sesuai kriteria inklusi dan eksklusi, penilaian risiko menggunakan *Checklist Level of vulnerability*, dan dilakukan *Business Impact Analysis*.

Hasil: RS Mata “Dr. YAP” memiliki skor penilaian risiko yang menunjukkan area bisnis tetap rentan walaupun sudah melakukan tindakan untuk kesiapsiagaan. Dampak pandemi COVID-19 di RS Mata “Dr. YAP” dilihat dari aspek SDM, pelayanan, sistem informasi dan teknologi, pelayanan penunjang, keuangan, pengembangan bisnis, dan *partnership*. BCP disusun berdasarkan analisis dampak bisnis dan rekomendasi rencana pemulihan bencana.

Kesimpulan: Penyusunan BCP di Rumah Sakit Mata “Dr. YAP” difokuskan untuk pengaturan SDM, modifikasi pelayanan, peningkatan kemampuan sistem informasi dan teknologi serta kesiapan dana darurat sehingga kelangsungan dan pengembangan bisnis rumah sakit dapat tercapai.

Kata kunci: *Business Continuity Plan*, COVID-19, Penilaian risiko, *Business Impact Analysis*

ABSTRACT

Background: COVID-19 was reported first infected humans in Wuhan December 2019. The case of COVID-19 spread rapidly worldwide including Indonesia. WHO declared as pandemic. "Dr.YAP" Eye Hospital affected of the COVID-19 pandemic. The Business Continuity Plan (BCP) is an effort to maintain the continuity of a business by assessing existing and possible risks, for savior of assets when disaster occurred, to achieve business goals and maintain operational capabilities, reputation, customer views and revenues. BCP necessary at the "Dr.YAP" Eye Hospital in dealing with the impact of the COVID-19 pandemic on hospital management and business development.

Objective: To develop a BCP for "Dr.YAP" Eye Hospital in dealing with the impact of the COVID-19 pandemic on hospital management and business development.

Method: Descriptive case study was used and preparation of a BCP was carried out with interviews subjects that match the inclusion and exclusion criteria, the stages of risk assessment using Checklist Level of vulnerability and Business Impact Analysis (BIA).

Result: Risk assessment score "Dr.YAP" Eye Hospital indicates that business area remains vulnerable despite taking various preparedness actions. The impact of the COVID-19 pandemic was experienced in HR, services, information systems and technology, supporting services, finance, business development, and partnerships. BCP is prepared based on the BIA that has been carried out and recommendations for disaster recovery plans.

Conclusion: BCP at "Dr.YAP" Eye Hospital is focused on managing HR, modifying services, improving the ability of information systems and technology and preparing emergency funds to achieve hospital business continuity and development.

Keyword: Business Continuity Plan, COVID-19, Risk Assessment, Business Impact Analysis