

PENGUATAN MANAJEMEN PELAYANAN RUMAH SAKIT MELALUI PEMANFAATAN DATA SDM KESEHATAN PASCA INTEROPERABILITAS DI MASA PANDEMI COVID-19

ABSTRAK

Latar belakang: Masa pandemi COVID-19, RS menghadapi beban pelayanan kesehatan sangat berat disebabkan terjadinya lonjakan kasus, tenaga kesehatan mempunyai beban kerja sangat tinggi. Hal ini merupakan tantangan besar manajemen pelayanan khususnya perencanaan SDM RS. Dari sisi kecepatan dan efektifitas, teknologi merupakan salah satu tumpuan menyelesaikan masalah yang dihadapi agar tercapai kinerja baik. Salah satu terobosan adalah terwujudnya interoperabilitas SI-SDMK dan SIRS-Online. Interoperabilitas dihasilkan kecepatan pemanfaatan data SDM di RS sehingga diharapkan tercapai penguatan manajemen pelayanan RS.

Tujuan: mengeksplorasi pemanfaatan informasi data SDM pasca interoperabilitas untuk penguatan manajemen pelayanan Rumah Sakit.

Metode: Penelitian ini adalah penelitian studi kasus dengan pendekatan kualitatif, subjek penelitian pengelola data SDM

Hasil dan Pembahasan: Dalam eksplorasinya, beberapa temuan utama: 1) dicapainya manfaat interoperabilitas karena cepat, efisien, mudah dilaksanakan, terhindar dualisme data; 2) Validitas data tetap terjaga dan mutakhir karena didukung peran Dinkes Provinsi dan Kab/Kota, serta frekuensi update yang baik dari RS; 3) Pemanfaatan data SDM untuk manajemen pelayanan RS di masa pandemic Covid-19 sangat dirasakan, namun untuk perencanaan SDM itu sendiri masih harus dilengkapi sistem ABK serta; untuk perencanaan di masa pandemic Covid-19, perlu dilakukan perencanaan triwulanan untuk pemenuhan SDM

Kesimpulan / Saran : pasca interoperabilitas data SDM sangat bermanfaat untuk perencanaan SDM, namun belajar dari pandemic Covid-19, perlu dilakukan penguatan interoperabilitas dengan meningkatkan infra struktur, dan regulasi, serta diperlukan model perencanaan SDM triwulan. Peneliti menyarankan perlunya disusun pedoman perencanaan triwulan, dan menjadikan Dinkes Kab/Kota sebagai **HUB DATA SDM** agar pasca interoperabilitas dashboard data SDM di wilayah dapat saling dimanfaatkan

Kata kunci: SI-SDMK, SIRS-Online, Interoperabilitas, Perencanaan SDM RS

STRENGTHENING HOSPITAL SERVICES MANAGEMENT THROUGH THE USE OF HRH DATA IN THE AFTERMATH OF THE INTEROPERABILITY COVID-19 PANDEMICS

ABSTRACT

Background: During the Covid-19 pandemic, hospitals undergo an intense health care burden due to surging cases, health workers have an excessive burnout. This is a big challenge for service management, especially in HRH planning for hospitals. In terms of speed and effectiveness, technology is one of the cornerstones to solve problems faced in order to achieving excellent performance. One of the breakthroughs is the realization of HRIS and SIRS-Online interoperability. Interoperability accelerates the utilization of HRH's data in hospitals. With this approach, it is expected that the improvement of hospital service management will be achieved.

Objective: to explore the use of post-interoperability HRH data information to improve hospital service management.

Method: This research is a case study research with a qualitative approach, the subject of research are HRH data management who work in MoH, hospitals, and associations

Results and Discussion: several main findings: 1) the benefits of interoperability were achieved because it was fast, efficient, easy to implement, avoiding data dualism; 2) The validity of the data is maintained and up-to-date because it is supported by the role of the Provincial and District/City Health Offices, as well as better frequency updates from hospitals; 3) The use of SDMK data for hospital service management during the Covid-19 pandemic is very usefull, but for planning the HRH itself it still needs to be equipped with ABK system as well; for planning during the Covid-19 pandemic, it is necessary to carry out quarterly planning to fulfill HRH

Conclusion / Suggestion: post-interoperability of HRH data is very useful for HRH planning, but learning from the Covid-19 pandemic, it is necessary to strengthen interoperability by improving infrastructure, regulation, and quarterly HRH planning is needed. The researcher suggests the need to prepare quarterly planning guidelines, and make the District/City Health Office a **HUB DATA HRH** so that post-interoperability of HRH data dashboards in the region can be mutually utilized

Keywords: HRIS, Hospital Information System (SIRS) Online, Interoperability, Hospital Human Resource Plan