

DAFTAR PUSTAKA

- Abdollahi, A., Saffar, Hiva and Saffar, Hana (2014) 'Types and frequency of errors during different phases of testing at a clinical medical laboratory of a teaching hospital in Tehran, Iran', *North American Journal of Medical Sciences*, 6(5), pp. 224–228. doi: 10.4103/1947-2714.132941.
- Arifin, A. and Yusof, M. M. (2022) 'Error Evaluation in the Laboratory Testing Process and Laboratory Information Systems', *Journal of Medical Biochemistry*, 41(1), pp. 21–31. doi: 10.5937/JOMB0-31382.
- Arifin dan Amal Chalik Sjaa (2018) 'Analisis Kebutuhan Tenaga Ahli Teknologi Laboratorium Medik Berdasarkan Beban Kerja di Unit Laboratorium Klinik Rumah Sakit Santa Maria Pekanbaru', *Jurnal Administrasi Rumah Sakit Indonesia*, 4(3), pp. 210–222. doi: 10.7454/arsi.v4i3.4013.
- Association of Public Health Laboratories (APHL) (2019) *Laboratory Information Systems Project Management: A Guidebook for International Implementations*.
- Becher, E. C. and Chassin, M. R. (2001) 'Improving quality, minimizing error: Making it happen', *Health Affairs*, 20(3), pp. 68–81. doi: 10.1377/hlthaff.20.3.68.
- Carraro, P. and Plebani, M. (2007) 'Errors in a stat laboratory: Types and frequencies 10 years later', *Clinical Chemistry*, 53(7), pp. 1338–1342. doi: 10.1373/clinchem.2007.088344.
- Charuruks, N. (2016) 'Sigma Metrics Across the Total Testing Process', *Clinics in Laboratory Medicine*, 37(1), pp. 97–117. doi: 10.1016/j.cll.2016.09.009.
- Council Six sigma (2018) *Six sigma A Complete Step-by-Step Guide, The Council for Six sigma Certification*. Available at: <https://www.sixsigmacouncil.org/wp-content/uploads/2018/08/Six-Sigma-A-Complete-Step-by-Step-Guide.pdf>.
- Douglas C. Montgomery (2013) *Introduction to Statistical Quality Control. Seventh Edition*. 7th edn. Edited by J. Welter. John Wiley & Sons, Inc.
- Ezzelle, J. et al. (2008) 'Guidelines on good clinical laboratory practice: Bridging operations between research and clinical research laboratories', *Journal of Pharmaceutical and Biomedical Analysis*, 46(1), pp. 18–29. doi: 10.1016/j.jpba.2007.10.010.
- Gasperz, V. (2002) *Pedoman Implementasi Program Six sigma Terintegrasi dengan ISO 9001:2000, MBNQA, dan HACCP*.

- Gras, J. M. and Philippe, M. (2007) 'Application of the *Six sigma* concept in clinical laboratories: A review', *Clinical Chemistry and Laboratory Medicine*, 45(6), pp. 789–796. doi: 10.1515/CCLM.2007.135.
- Hawkins, R. (2012) 'Managing the pre- and post-analytical phases of the total testing process', *Annals of Laboratory Medicine*, 32(1), pp. 5–16. doi: 10.3343/alm.2012.32.1.5.
- ISO/WD TS 22367 (2008) *7Ea0693E592D1Cae9Fd88Bb475E3215438919Bba @ Www.Iso.Org*. Available at: <https://www.iso.org/obp/ui/#iso:std:iso:9241:-11:ed-2:v1:en>.
- Kalra, J. (2004) 'Medical errors: Impact on clinical laboratories and other critical areas', *Clinical Biochemistry*, 37(12), pp. 1052–1062. doi: 10.1016/j.clinbiochem.2004.08.009.
- Kemenkes (2003) 'Keputusan Menteri Kesehatan Republik Indonesia Nomor 364/MENKES/SK/III/2003 Tentang Laboratorium Kesehatan'.
- Kementerian Kesehatan Republik Indonesia (2022) 'Keputusan Menteri Kesehatan Republik Indonesia Nomor HK.01.07/Menkes/1559/2022 Tentang Penerapan Sistem Pemerintahan Berbasis Elektronik Bidang Kesehatan Dan Strategi Transformasi Digital Kesehatan', p. 96.
- Kementerian Kesehatan RI (2022a) *Keputusan Menteri Kesehatan Republik Indonesia Nomor Hk.01.07/Menkes/1423/2022 Tentang Pedoman Variabel Dan Meta Data Pada Penyelenggaraan Rekam Medis Elektronik Dengan*.
- Kementerian Kesehatan RI (2022b) 'Peraturan Menteri Kesehatan RI Nomor 24 Tahun 2022 Tentang Rekam Medis'.
- Kementerian Kesehatan RI (2022c) 'Surat Edaran Nomor HK.02.01/MENKES/1254/2022 Tentang Penyelenggaraan Laboratorium Kesehatan Masyarakat', pp. 1–2.
- Kementerian Kesehatan RI (2023) 'Membangun Integrasi Menuju Transformasi Digital Kesehatan', p. 82.
- Kon, A. A. (2015) 'The Shared Decision-Making Continuum', 304(8).
- Laposata, M. and Dighe, A. (2007) "'Pre-pre" and "post-post" analytical error: High-incidence patient safety hazards involving the clinical laboratory', *Clinical Chemistry and Laboratory Medicine*, 45(6), pp. 712–719. doi: 10.1515/CCLM.2007.173.

- Lukić, V. (2017) 'Laboratory Information System-Where are we Today?', *Journal of Medical Biochemistry*, 36(3), pp. 220–224. doi: 10.1515/jomb-2017-0021.
- Lundberg, G. D. (1999) 'How clinicians should use the diagnostic laboratory in a changing medical world', *Clinica Chimica Acta*, 280(1–2), pp. 3–11. doi: 10.1016/S0009-8981(98)00193-4.
- Mays, N. and Pope, C. (2000) 'Qualitative research in health care: Assessing quality in qualitative research', *British Medical Journal*, 320(7226), pp. 50–52. doi: 10.1136/bmj.320.7226.50.
- Naugler, C. and Church, D. L. (2019) 'Automation and artificial intelligence in the clinical laboratory', *Critical Reviews in Clinical Laboratory Sciences*, 56(2), pp. 98–110. doi: 10.1080/10408363.2018.1561640.
- Nevalainen, D. *et al.* (2000) 'Evaluating laboratory performance on quality indicators with the *six sigma* scale', *Archives of Pathology and Laboratory Medicine*, 124, pp. 516–519.
- Niñerola, A., Sánchez-Rebull, M. V. and Hernández-Lara, A. B. (2020) 'Quality improvement in healthcare: *Six sigma* systematic review', *Health Policy*, 124(4), pp. 438–445. doi: 10.1016/j.healthpol.2020.01.002.
- O' Kane, M. (2009) 'The reporting, classification and grading of quality failures in the medical laboratory', *Clinica Chimica Acta*, 404(1), pp. 28–31. doi: 10.1016/j.cca.2009.03.023.
- Pawan, T. A. *et al.* (2017) 'An Interventional Study on Total Testing Process of Clinical Chemistry Laboratory of a Tertiary Care Teaching Hospital', *International Journal of Medical Research & Health Sciences*, 6(9), pp. 79–85. Available at: www.ijmrhs.com.
- Pergub Jateng No 99 (2016) 'Pergub Jawa Tengah No 99/2016'.
- Plebani, M. (2004) 'Towards quality specifications in extra-analytical phases of laboratory activity', *Clinical Chemistry and Laboratory Medicine*, 42(6), pp. 576–577. doi: 10.1515/CCLM.2004.099.
- Plebani, M. (2009) 'Exploring the iceberg of errors in laboratory medicine', *Clinica Chimica Acta*, 404(1), pp. 16–23. doi: 10.1016/j.cca.2009.03.022.
- Plebani, M. (2010) 'The detection and prevention of errors in laboratory medicine', *Annals of Clinical Biochemistry*, 47(2), pp. 101–110. doi: 10.1258/acb.2009.009222.

- Plebani, M. (2013) 'Harmonization in laboratory medicine: The complete picture', *Clinical Chemistry and Laboratory Medicine*, 51(4), pp. 741–751. doi: 10.1515/cclm-2013-0075.
- Plebani, M. *et al.* (2014) 'Quality indicators to detect pre-analytical errors in laboratory testing', *Clinica Chimica Acta*, 432, pp. 44–48. doi: 10.1016/j.cca.2013.07.033.
- Plebani, M. *et al.* (2015) 'Performance criteria and quality indicators for the pre-analytical phase', *Clinical Chemistry and Laboratory Medicine*, 53(6), pp. 943–948. doi: 10.1515/cclm-2014-1124.
- Plebani, M., Laposata, M. and Lundberg, G. D. (2011) 'The brain-to-brain loop concept for laboratory testing 40 years after its introduction', *American Journal of Clinical Pathology*, 136(6), pp. 829–833. doi: 10.1309/AJCPR28HWHSSDNON.
- Plebani, M., Sciacovelli, L. and Aita, A. (2017) 'Quality Indicators for the Total Testing Process', *Clinics in Laboratory Medicine*, 37(1), pp. 187–205. doi: 10.1016/j.cll.2016.09.015.
- Sarina, R. (2019) 'Benchmarking Correctly at the Department Level to Improve Performance', *CLMA (Clinical Laboratory Management Association)*. Available at: <https://www.clma.org/p/bl/et/blogid=65&blogaid=533>.
- Sciacovelli, L. *et al.* (2016) 'Performance criteria and quality indicators for the post-analytical phase', *Clinical Chemistry and Laboratory Medicine*, 54(7), pp. 1169–1176. doi: 10.1515/cclm-2015-0897.
- Sciacovelli, L. *et al.* (2017) 'Quality Indicators in Laboratory Medicine: The status of the progress of IFCC Working Group "laboratory Errors and Patient Safety" project', *Clinical Chemistry and Laboratory Medicine*, 55(3), pp. 348–357. doi: 10.1515/cclm-2016-0929.
- Sepulveda, J. L. and Young, D. S. (2013) 'The ideal laboratory information system', *Archives of Pathology and Laboratory Medicine*, 137(8), pp. 1129–1140. doi: 10.5858/arpa.2012-0362-RA.
- Shaw, N. T. (2002) "'CHEATS": A generic information communication technology (ICT) evaluation framework', *Computers in Biology and Medicine*, 32(3), pp. 209–220. doi: 10.1016/S0010-4825(02)00016-1.
- Shipp, P. J. (1998) 'Workload Indicators for Satisfying Need (WISN): A Manual for Implementation'. World Health Organization (WHO) Division of Human Resources Development and Capacity Building, Geneva, Switzerland.

- Sikaris, K. (2015) 'Performance criteria of the post-analytical phase', *Clinical Chemistry and Laboratory Medicine*, 53(6), pp. 949–958. doi: 10.1515/cclm-2015-0016.
- Smith, M. L. *et al.* (2013) 'Evaluating the connections between primary care practice and clinical laboratory testing a review of the literature and call for laboratory involvement in the solutions', *Archives of Pathology and Laboratory Medicine*, 137(1), pp. 120–125. doi: 10.5858/arpa.2011-0555-RA.
- Standardization, I. O. for (2012) *International Organization for Standardization. ISO 15189:2012:medical laboratories:particular requirements for quality and competence. Geneva, Switzerland: International Organization for Standardization.*
- Utarini, A. (2021) 'Tak Kenal Maka Tak Sayang Penelitian Kualitatif Dalam Pelayanan Kesehatan', *Gadjah Mada University Press.*
- Valenstein, P. (1996) 'Laboratory turnaround time', *American Journal of Clinical Pathology*, 105(6), pp. 676–688. doi: 10.1093/ajcp/105.6.676.
- Voss, C., Tsikriktsis, N. and Frohlich, M. (2002) 'Case research in operations management', *International Journal of Operations and Production Management*, 22(2), pp. 195–219. doi: 10.1108/01443570210414329.
- Wang, S. and Ho, V. (2004) 'Corrections of clinical chemistry test results in a laboratory information system', *Archives of Pathology and Laboratory Medicine*, 128(8), pp. 890–892. doi: 10.5858/2004-128-890-cocctr.
- Westgard, J. O. and Westgard, S. A. (2006) 'The Quality of Laboratory Testing Today', *American Journal of Clinical Pathology*, 125(3), pp. 343–354. doi: 10.1309/v50h4frvwx12c79.
- Westgard, J. O. and Westgard, S. A. (2016) 'Six sigma Quality Management System and Design of Risk-based Statistical Quality Control', *Clinics in Laboratory Medicine*, 37(1), pp. 85–96. doi: 10.1016/j.cll.2016.09.008.
- Witte, D. L. *et al.* (1997) 'Errors, mistakes, blunders, outliers, or unacceptable results: How many?', *Clinical Chemistry*, 43(8), pp. 1352–1356. doi: 10.1093/clinchem/43.8.1352.
- World Health Organization (2016) 'Workload Indicators of Staffing Need (WISN)', *Who*, (15), p. 56. Available at: http://www.who.int/hrh/resources/wisn_user_manual/en/.
- Yin, R. K. P. M. D. M. (2019) *Studi Kasus: Desain & Metode*. 1st edn.

- Yusof, M. M., Kuljis, J., *et al.* (2008) 'An evaluation framework for Health Information Systems: human, organization and technology-fit factors (HOT-fit)', *International Journal of Medical Informatics*, 77(6), pp. 386–398. doi: 10.1016/j.ijmedinf.2007.08.011.
- Yusof, M. M., Papazafeiropoulou, A., *et al.* (2008) 'Investigating evaluation frameworks for health information systems', *International Journal of Medical Informatics*, 77(6), pp. 377–385. doi: 10.1016/j.ijmedinf.2007.08.004.
- Yusof, M. M. (2015) 'A case study evaluation of a Critical Care Information System adoption using the socio-technical and fit approach', *International Journal of Medical Informatics*, 84(7), pp. 486–499. doi: 10.1016/j.ijmedinf.2015.03.001.
- Yusof, M. M. and Arifin, A. (2016) 'Towards an evaluation framework for Laboratory Information Systems', *Journal of Infection and Public Health*, 9(6), pp. 766–773. doi: 10.1016/j.jiph.2016.08.014.
- Zorbozan, O., Zorbozan, N. and Turgay, N. (2019) 'Evaluation of pre-analytical process with quality indicators and *six sigma* methodology in the parasitology laboratory of a tertiary healthcare center', *Mikrobiyoloji Bulteni*, 53(3), pp. 319–329. doi: 10.5578/mb.68362.