IMPLEMENTATION OF INFORMATION SYSTEM APPLICATIONS NURSING MANAGEMENT IN

by Ivan Elisabeth Purba

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ABSTRACT

The Hospital Nursing Management Information System is very important in supporting operations, management and decision making. The management information system in hospitals is strengthened by Regulation of the Minister of Health of the Republic of Indonesia number 82 of 2013 concerning hospital management information systems. Decision making must be based on data and information entered in a valid information system. This study aims to determine the implementation of information systems at Sari Mutiara Hospital Lubuk Pakam. This study used qualitative analysis and interviewed users of hospital information system services consisting of 1 person in charge of providing information and handling hospital complaints, 1 non-medical officer, three executors and ten information users (patients). . The results of the study show that the benefits of a data-integrated and standardized information system with Ina-CBgs coding are very much needed in decision making. The results show that it is necessary to improve the facilities and infrastructure that support a stable internet network and the implementation and monitoring of evaluation of complaints from hospital information system administrators.

Keywords: Application, information system, outpatient clinic, Sari Mutiara Lubuk Pakam Hospital

1. INTRODUCTION

The hospital is an integral part of a social and health organization with the function of providing plenary services *(comprehensive)*, healing disease *(curative)* and disease prevention *(preventive)* to society, WHO *(World Health Organization)*. The development of hospital service targets can be seen in how to build quality services that focus on patients and provide fast, precise, accurate and quality health services that can provide patient satisfaction. Hospitals with good quality are highly dependent on existing resources such as the services of doctors, nurses, staff/employees, infrastructure and hospital management. (Rensiner et al, 2018). The creation of comfort and satisfaction for patients seeking treatment at the hospital will increase visits, which will have an impact on increasing sources of income for the hospital. In an effort to improve service quality, coordination, efficiency, responsibility, and supervision, a Hospital Management Information System (Information System) is needed. Hospital Management Information System is one of the organizational resources to support the decision-making process at various levels of management. (Puspitasari, et al, 2017).

It should be noted that creating the comfort and satisfaction of a patient seeking treatment at the hospital is an attraction and one of the benefits of increasing the source of income for the hospital itself. In an effort to improve

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service quality, coordination, efficiency, responsibility, and supervision, a Hospital Management Information System (information system) is needed. The Hospital Management Information System is one of the organizational resources to support decision-making processes at various levels of management. (Puspitasari, et al, 2017).

Good facilities and sources of information can certainly reduce uncertainty and prevent the risk of making wrong decisions. This is of course closely related to activities in the hospital, apart from serving the community on a daily basis as well as ensuring that data is obtained and processed properly. So we need a Hospital Management Information System (information system) whose goal is to produce information that is useful, precise and accurate and accessible to all parties involved in providing good health services.

Information system is a system used to support operations, management in decision making. In its implementation it is strengthened by the Regulation of the Minister of Health of the Republic of Indonesia Number 82 of 2013 concerning Hospital Management Information Systems. The information system is an information communication technology system that processes and integrates the entire process flow of hospital services in the form of a network of coordination, reporting, and administrative procedures to obtain precise and accurate information, and every hospital is required to organize an information system. The benefits of information systems to improve the efficiency and performance of hospital services, it is necessary to evaluate the acceptance of information systems to be used as a reference for making policies

related to users in using information systems. Evaluation of the information system is needed to find out the factors that influence employees to accept and use the information system, so that efforts can be made to increase the consistency and commitment of employees to use the information system.

Sari Mutiara Lubuk Pakam General Hospital, located on Jln. Medan No 17 Lubuk Pakam, Lubuk Pakam District, Deli Serdang Regency, North Sumatra Province.This hospital was established in 1986 Midwife Sauria Sitanggang established a clinic on Jl. Medan No 17 Lubuk Pakam, Deli Serdang Regency, known as the Tanjung Maternity Clinic. As time goes by, the population of Deli Serdang Regency is increasing, seeing the needs of the community, especially in the Lubuk Pakam area, the need for health services that have complete facilities. In 1987, health services such as hospitals were few, so the people of the Lubuk Pakam area had to go through a long journey to seek treatment at a hospital, one of which was a place for treatment at a hospital in the Medan city area.

However, there are problems that arise in the implementation of the system, namely the low use of sustainable information systems. According to three Hospital staff at the Electronic Data Processing (EDP) installation, they explained that there were still staff who did not know and understand how to use the Hospital Management Information System, so that in applying the system many errors occurred, such as in registration services and billing systems. In this service, data duplication and inaccuracy of patient data often occur. And there are also installations that do not use the information system module provided by the hospital on a regular

basis, such as in logistics and nursing installations. In the logistics installation the staff has used but not all the features used by this installation. Likewise with Nursing and for Nursing management in carrying out several activities and reporting they still use manual reports.

Based on the results of interviews with the person in charge of implementing the information system at Sari Mutiara Lubuk Pakam Hospital stated that the Hospital seeks to carry out the mandate of laws and government policy regulations regarding the obligation of all hospitals to implement an information system as a basis for recording and reporting, so that it can become the basis decision making on the development and progress of the hospital. Even though currently it is still in the stage of repairing and perfecting the features, the implementation of the information system is still being carried out.

The results of initial interviews with three patients who visited the outpatient polyclinic stated the length of time the patient had to wait, starting with picking up the card, validating the health insurance membership data, then the status/medical card collection counter which had to be delivered to the intended poly. Approximately the time spent just to get a medical card is around 2-3 hours. Patient dissatisfaction is compounded by the attitude and behavior of health workers, delays in doctor services, doctors who are less communicative, and an uncomfortable environment due to the large number of patients queuing and not enough seats to queue. The problems experienced also occur at the pharmacy counter. After the patient has finished treatment at the outpatient polyclinic, the patient will queue again at the pharmacy counter. So that the time needed for one treatment at the poly spends 5-6 hours. Therefore, the implementation of an optimal information system is expected to help hospitals to streamline outpatient polyclinic treatment time.

2. RESEARCH METHODS

1. Types of research

This study uses a type of qualitative research. Qualitative research is research conducted to obtain in-depth information or answers about one's opinions and feelings in order to get implicit things about one's behavior, motivations and beliefs. Qualitative research can be used to find out social interactions, for example by observation and interviews, so as to produce data that is more complete, sharp, and up to know the level of meaning of each behavior that appears. The descriptive research approach focuses on finding facts about the application of the Hospital Management Information System (information system) at Sari Mutiara Lubuk Pakam Hospital.

2. Research Place

This research was conducted at Sari Mutiara Hospital in Lubuk Pakam. The reason for choosing the location is because the use of information systems at Lubuk Pakam Hospital has not been maximized.

3. Research Informants

Determination of informants in qualitative research is not based on number but based on adequacy and suitability to reach data saturation. The selection of informants was carried out when researchers began to enter the field and during the research the researchers chose certain people who would provide

information, then based on the information obtained from previous informants, researchers could determine other informants who would provide complete information. Therefore, the number of informants cannot be determined. The number of informants is considered to have been fulfilled if the information obtained has reached data saturation. Saturation occurs when in the data analysis process, researchers find patterns that are repeated many times so that new information is not found (Sugiyono, 2016).

The determination of informants in this study used a purposive sampling technique, namely selecting informants according to the objectives and criteria previously set by the researcher, so that it is certain that the data obtained will be in accordance with the phenomenon under study (Saryono & Anggraeni, 2011).

Informant inclusion criteria in this study were:

1. Willing to participate in research
2. Served/worked at Sari Mutiara Hospital in Lubuk Pakam
3. Understanding the information system at Sari Mutiara Hospital Lubuk Pakam
4. Has attended training on the use of information systems at Sari Mutiara Lubuk Pakam Hospital
5. Person in charge of the information system at Sari Mutiara Lubuk Pakam Hospital
6. Information system manager at Sari Mutiara Hospital Lubuk Pakam

Informant exclusion criteria in this study were

1. Not willing to participate in research

2. Have not received information systems training

The informants used in this study are

1. Head of the medical support section (person in charge of the information system) at Sari Mutiara Lubuk Pakam Hospital
2. IT management officer at Sari Mutiara Lubuk Pakam Hospital
3. 3 (three) information system implementers at Sari Mutiara Lubuk Pakam Hospital

4. Method of collecting data

In this study the data collection techniques used by researchers were:

a. In-depth interviews with informants

The interviews were conducted according to the interview guide that had been prepared. Data collection techniques using assistive devices, namely writing instruments, note books, and recording devices. Before the data collection process was carried out, the researcher first prepared interview guidelines which aimed to make it easier for researchers to ask direct questions and in accordance with the research objectives. Interview guidelines are not rigid, because questions can be developed according to the process that takes place during the interview. The form of questions asked is generally open-ended, which allows informants to freely express themselves, determine the type and amount of information to be carried out and ask what they think is important (Ahmadi, 2016).

b. Observation

According to Marshal in Sugiyono (2016), observation is an activity carried out in the process of collecting data in a study which

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includes activities to pay close attention, including listening, taking notes, and considering the relationships between aspects of the phenomenon being observed.

Observation is based on a passive participation guide. This type of observation can find more open problems, where researchers come to informant activities, but are not involved in informant activities. Researchers need to observe carefully and record what was stated by informants, so that it is possible for researchers to collect detailed information about the perspective of informants including behavior, beliefs, knowledge, and responses of informants.

c. Library Studies

Researchers used data collection using the library study or document study method because documents can provide information about situations that cannot be obtained directly through observation and interviews. Literature study, namely collecting data by searching for data and information based on literature and reference reasoning, can be sourced from books, autobiographies, journal articles, problems, papers, documents, and seminar results.

5. Triangulation

Triangulation can provide an opportunity for researchers to explore the phenomenon under study in more depth by carrying out a variety of methods or ways of obtaining data to increase a comprehensive understanding and explanation of the data to be produced. Triangulation can be carried out by researchers starting from designing research designs, during data collection

and analyzing data, or throughout the research process (Creswell, 2013). In this study, source triangulation will be carried out, namely comparing observed data with interview results, comparing what people say in public with what is said privately, comparing what people say about the research situation with what they say all the time, comparing interview results with the content a related document (Moleong, 2014).

6. Data Analysis Techniques

Data analysis techniques use the phenomenological method developed by Colaizzi (1978). The stages of the data analysis process according to Colaizzi (1978) that will be carried out by researchers are as follows:

1. Have a clear picture of the phenomenon under study.
2. Recording the results of observations and interviews with informants, transcription is done by changing the voice recording into a written form verbatim. The transcription process was made after each interview with one informant and before the interview with another informant.
3. Read the results of the transcripts repeatedly from all informants so that researchers better understand the informants' questions.
4. Read the transcript to obtain key words from each informant's statements, which were then underlined on the important statements so that they could be grouped
5. Determine the meaning of each important statement from all informants
6. Grouping data into various categories and determining the main themes that emerge.

7. The researcher integrates the overall results into a narrative form.

7. Conceptual Definition

1. The benefits of the information system application at Sari Mutiara Lubuk Pakam Hospital
2. The function of the information system application at Sari Mutiara Lubuk Pakam Hospital is to provide integrated services with BPJS, through V-Claim, E-Claim Ministry of Health, SIR, RS Online, to make it easier for hospitals to administer patients, report and claim.
3. Application of information systems in Sari Mutiara Lubuk Pakam Hospital, especially in Outpatient Poly.

3. RESULTS

1. Overview of Research Locations

Sari Mutiara Hospital Lubuk Pakam, located on Jln. Medan No 17 Lubuk Pakam, Lubuk Pakam District, Deli Serdang Regency, North Sumatra Province. The history of the establishment of Sari Mutiara Lubuk Pakam General Hospital, Since 1986 Midwife Sauria Sitanggang has established a clinic on Jl. Medan No 17 Lubuk Pakam, Deli Serdang Regency, known as the Tanjung Maternity Clinic, as time goes by, the population of Deli Serdang Regency is increasing, seeing the needs of the community, especially in the Lubuk Pakam area, the need for health services that have complete

facilities. In 1987, health services such as hospitals were few, so the people of the Lubuk Pakam area had to go through a long journey to seek treatment at a hospital, one of which was a place for treatment at a hospital in the Medan city area. Seeing the situation of health services in the Lubuk Pakam area was very little, in 1991 Mrs. Midwife Sauria and Mr. Drs.Wasington Purba agreed to establish a hospital in Lubuk Pakam. So that in 1990 the Tanjung Maternity Clinic was transferred to Sari Mutiara Lubuk Pakam Hospital which is located at Jl.Medan No.17 Lubuk which belongs to the Sari Mutiara Medan Foundation. by the Management of the Sari Mutiara Medan Foundation to strive to become a Class D General Hospital (Pratama). The management of the Sari Mutiara Medan Foundation together with the leadership of the Sari Mutiara Lubuk Pakam General Hospital from year to year have worked hard so that the Sari Mutiara Lubuk Pakam General Hospital, which was originally Class D (Primary) could be upgraded to Class C (Madya), on December 30, 2010 the Minister Health has determined Sari Mutiara Lubuk Pakam General Hospital to be a class C hospital with letter No. HK.03.05/I/7904/2010.

2. Characteristics of Informants

Informants in this study amounted to 5 people who are in charge of the program Information Systems 1 person, program manager Information Systems 1 person and executor Information Systems As many as 3 people and can be seen in the following table;

No	Code Sample Information	Benefit System Information	Service Health Fast	Facilitate access to patient medical history	Simplify documentation data	Simplify documentation data

		Of	No	Of	No	Of	No	Of	No	Of	No
1	A1	√		√		√		√		√	
2	A2	√		√		√		√			√
3	A3	√		√			√	√			√
4	A4		√	√			√	√		√	
5	A5	√		√		√		√		√	
6	A6	√			√		√		√	√	
7	A7	√			√	√		√		√	
8	A8		√	√		√			√	√	
9	A9	√		√		√		√		√	
10	A10	√		√		√			√	√	
11	A11	√		√		√		√		√	
12	A12	√			√	√		√		√	
13	A13	√		√		√		√		√	
14	A14	√		√		√		√			√
15	A15		√	√		√		√		√	

4. DICUSSION

4.1 Benefits of information systems at Sari Mutiara Hospital Lubuk Pakam

1. Data Integrity or Integration

Integrity means unity. In the database context, the integrity object is data. So it can be concluded that data integrity is the integrity and unity of the data in the database so that the data can be a source of information that can be used.

Today the development and progress of information technology is growing rapidly. Application systems in various fields are a must for an institution/company to utilize information as a basis for administration and data processing. Likewise with the Hospital. Hospitals get the attention of consumers to always improve medical services, reduce medical errors, provide access to timely information, and at the same time have to evaluate service activities and control operational costs. Because of that, it requires an integrated information system (Setyawan D, 2016).

The information system used must provide convenience in operations and must be able to overcome the constraints of patient care in the hospital.

This is in accordance with the results of interviews conducted with 5 informants about the benefits of information systems at Sari Mutiara Lubuk Pakam Hospital, as follows:

Information 1 states:

"The benefits of this information system are very useful for hospitals, especially for health services in outpatient polyclinics regarding waiting time for services, patient data is well documented, minimizing data loss, facilitating access to patient medical history.

Informant 2 stated:

"Ooo... There are many benefits of information systems. Information systems are needed in hospitals. With the existence of an information system it facilitates data documentation, service time is also faster, patients are no longer waiting or queuing at the registration counter, data can be neatly documented, service is also faster so that it will increase patient satisfaction.

Informant 3 stated "

"The benefit of this information system makes it easier for me to do data entry at the registration counter where I work. What I feel is that the patient's waiting time to register at the poly service they want will be faster."

Informant 4 stated

"Wow ... the benefits are very much. For the pharmacy counter where I work at the moment, what I feel is that the overflow of drugs from the poly can go directly to the pharmacy, without the patient bringing his prescription. So before the patient arrives at the drug counter, the pharmacy will prepare the patient's medication first."

Information Systems is an integrated system starting from data collection, data processing, information storage, analysis and inference of information as well delivery of information needed for hospital needs. (Mitra et al., 2021). Application Information Systems at Sari Mutiara Lubuk Pakam Hospital it has not been fully integrated according to the module Information Systems and its features available. As per the results of the interview put forward by informant 1.

Report 1:

Currently implementing Information Systems at Sari Mutiara Lubuk Pakam Hospital it has been implemented even though not all features have been implemented. New service in outpatient poly, and pharmacy. For care services Information Systems that has been run to find out which beds are vacant. For billing, we are still waiting for approval and the ICD number from BPJS

2. Data Standardization

Information Systems is an integrated system starting from data collection, data processing, information storage, analysis and inference of information as well delivery of information needed for hospital needs. (Mitra et al., 2021). The application of the information system at Sari Mutiara Lubuk Pakam Hospital has not been fully integrated according to the module Information Systems and its features available. As per the results of the interview put forward by informant 1.

Standardization of data is a coding system that is the same and standard that can be used for all parts of the hospital. Thus all parts of the hospital will use the same code to indicate the same type of item. Every health service facility, hospital or health center, must make coding policies and procedures in

accordance with the personnel and facilities they have. These policies and procedures are guidelines for coding personnel to be able to implement coding consistently. (Ulfa, H Maria. Octaria, H. Sari, 2016).

Standardization of data The information system is in accordance with the coding standards of the INaCBGs guidelines, but in its implementation for adjustments to BPJS it is still waiting for the ICD number from BPJS. In accordance with the results of interviews with informants.

Report 1:

> *Currently implementing Information Systems in the Cut Nyak Dhien Meulaboh Hospital, it has been implemented even though not all features have been implemented. New service in outpatient poly, and pharmacy. For care services Information Systems that has been run to find out which beds are vacant. For billing, we are still waiting for approval and the ICD number from BPJS.*

Informant 4 stated

> "*Wow ... the benefits are very much. For the pharmacy counter where I work at the moment, what I feel is that the overflow of drugs from the poly can go directly to the pharmacy, without the patient bringing his prescription. So before the patient reaches the drug counter, the pharmacy department has already prepared the patient's medication.*"

Informant 5 stated:

"*The benefit of the information system at this hospital is that I feel my work is made easy... I don't have to write patient data in the registration book anymore like*

before. Now I only input it on the computer and the patient data is saved. Another benefit that I feel is that patient history data can be seen directly.

Information systems are very important in the health industry as a support for specialized health activities and services with a broad scope. Benefits in implementation Information Systems can increase access to information, increase the productivity of health service professionals, increase the efficiency and accuracy of codes and patient financial billing data, improve the quality of health services, improve clinical management in terms of patient diagnosis and treatment, reduce paper costs for medical records, minimize medical errors, improve patient safety, improve patient care outcomes and increase patient satisfaction (Fadilla & Setyonugroho, 2021).

The implementation of the information system at Sari Mutiara Lubuk Pakam Hospital currently uses Klik-Medik in operating the information system. This information system has been integrated with sub-services needed by patients, although currently it is still limited to registration counters, outpatient polyclinics, and pharmacies. With Adaya Information Systems Patient medical records are well documented.

4.2 Application functions Information Systems at Sari Mutiara Hospital in Lubuk Pakam

1. Human Resources *(Human resources)*

Human Resources (HR) is the adequacy of both quality and quantity to support the implementation of activities. HR is divided into two, namely the quantity of

implementing staff and training for implementing staff. HR is the energy required for the operation of all information systems related to implementation Information Systems Must be carried out by structural or functional work units within the hospital with competent and trained human resources.

Report 1:

> *"Very functional…. Function Information Systems is to get the data as a whole and the data can be well documented. As is Information Systems you can see continuous data between medical personnel such as doctors, nurses, pharmacists".*

Then informant 1:

> *"However, to run Information Systems there is still a lack of capable personnel in operationalizing it Information Systems. Until now, only 1 (one) person manages this network system. In addition to human resources, facilities and infrastructure should be improved. For example adding computer equipment in the outpatient clinic, and the internet network is less stable".*

Report 2:

"Very functional…. In this digital era, all work can be carried out effectively and efficiently, and continuously. Likewise with Information Systems This"

Furthermore:

"Information Systems can combine data.. guarantee the confidentiality of patient data, can also analyze data so that it makes it easier to collect patient information. Currently I am only myself in charge of managing the network

Information Systems this, starting from network stability, checking if there is damage to the computer in the room, and fixing it. And ensure the smooth running of the network.

2. Facilities and infrastructure (Hardware, software, network)

Information Systems is a system that supports decision making for hospital management in determining strategies to achieve the goals of hospital administration. Information Systems is also a form of hospital service activity carried out in order to achieve fast, accurate and precise services so that the information produced is more effective and efficient and makes good and quality management (Sari, and Niska, 2018).

Permenkes No 82 of 2013 stated that the implementing staff was involved in the implementation Information Systems consists of software (Soft-ware) system analysis staff, programmer staff, hardware staff, network maintenance staff. Information Systems which was carried out at Sari Mutiara Lubuk Pakam Hospital had not been fully operationalized Information Systems This is still limited to registration counters, poly clinics, and pharmacies. Based on the results of interviews with informants:

Report 1:

> "Besides human resources, facilities and infrastructure should be improved. For example adding computer equipment in the outpatient clinic, and the internet network is less stable".

Report 4:

> *"It often happens that the network is often disconnected.*

Because to enter this medicine you need a good network."

This research is in accordance with the Regulation of the Minister of Health of the Republic of Indonesia No. 82 of 2013 which states that the Hospital Management Information System (Information Systems) is a communication information technology system that processes and integrates the entire process flow of Hospital services in the form of a network of coordination, reporting, and administrative procedures to obtain precise and accurate information, and is part of the Health Information System.

Information Systems can support speed, accuracy, integration, service improvement, efficiency improvement, ease of reporting in operational implementation including software (Soft-ware) system analysis staff, programmer staff, hardware staff, network maintenance staff. (RI Ministry of Health, 2013).

Implementation Information Systems At the Cut Nyak Dhien Meulaboh Hospital, currently it is still not optimal, additional personnel are needed to manage it Information Systems and the addition of computer units and other supporting facilities and infrastructure such as a stable network. Training has been conducted to improve implementation Information Systems but there must be continuous training in an effort to increase the number of implementing staff who are capable of operationalizing it Information Systems the.

4.3 Application Information Systemsat Sari Mutiara Hospital in Lubuk Pakam

1. Constraint

Application Information Systems at Sari Mutiara Lubuk Pakam Hospital has been implemented since 2017. Based on the results of interviews conducted by researchers with informants about the application Information Systems at Sari Mutiara Lubuk Pakam Hospital, obtained from 5 informants. Informant 1 stated that it had not gone well. The current application is still limited to registration counters, outpatient polyclinics and pharmacies. Informant 2 stated Yes... very helpful.

As is Information Systems can help the work of service officers, especially at the card counter, no longer need to do manual recording. Informant 3 stated Yes... very helpful. Informant 4 stated that it was definitely... very helpful... and informant 5 stated that it was very helpful... a very good first step, the hospital has used Information Systems This. Even though there are still some problems Information Systems This has been very helpful in doing patient data entry and lightening my work.... Ehmmm.

Constraints in implementation such as the results of interviews conducted with informants as follows:

Informant 1 stated:

> *"The constraints that are currently being felt are about policy. Policy means related to the budget provided by the Hospital to run Information Systems This. For example, the budget for training personnel who will use it directly Information Systems This. Whereas Information Systems*

this is very important to implement and really help the hospital itself"

Informant 2 stated:

"The obstacles facing facilities and infrastructure are still not met, besides that there is a need for increased motivation from implementers Information Systems in the room, and the most important thing is the lack of monitoring and evaluation of implementation Information Systems".

This constraint is in accordance with the results of interviews conducted with informants

as follows:

Report 3:

"There are no significant obstacles. It's just that network interference often hinders patient data entry.

Report 4:

"The problem that often occurs is that the network is often disconnected. Because to enter this medicine you need a good network. As for other obstacles, there is still a lack of manpower to enter this drug. With many patients every day but there are still not enough pharmacy staff, patient queues still occur at pharmacy counters.

Report 5:

"Constraints using Information Systems more often because the network is disconnected. This is very annoying because I have to repeat typing again when the data is not saved because suddenly the network is lost.

Application Information Systems sharing of supporting factors is needed which plays an important role in the continuity of implementation Information Systems including Software (Management Information System program). Hardware (computers, printers, and other hardware), Networking (LAN networks, wireless, and others), SOP (Standard Operating Procedures), commitment of all related units/installations (policies, leadership), HR (human resources such as staff technical, other experts) (Sadriani Hade et al., 2019). Improving the quality of service can be done by implementing Information Systems which is influenced by several factors such as choosing the right hardware, the software used and the appropriate brainware (Nugroho & Ali, 2022).

2. Monitoring and Evaluation

Monitoring and evaluation is an activity carried out by organizational leaders to ensure that work can be carried out and completed according to plan in order to realize the goals that the organization wants to achieve. Monitoring is an effort that is carried out routinely to identify the implementation of various program components as planned, the time of program implementation as scheduled, and progress in achieving program objectives. (Jambago et al., 2022)

Based on the results of interviews with informants:

Report 1:

"Monitoring and evaluation (monev) has not been carried out optimally. Currently, Standard Operating Procedures are still being refined for monitoring and evaluation. Monev that is currently being carried out is still

limited to the obstacles encountered.

Report 2:

"There is still a lack of monitoring and evaluation of implementation Information Systems".

Report 3:

"Monev is rarely done".

5. CONCLUSION

Based on the results of interviews with informants:

1. Benefit Information Systems at Sari Mutiara Lubuk Pakam Hospital, especially in outpatient health services related to waiting time for services, patient data is well documented, minimizing data loss, facilitating access to patient medical history.

2. Function Information Systems at Sari Mutiara Hospital Lubuk Pakam can combine data, guarantee the confidentiality of patient data, and can also analyze data so that it makes it easier to collect patient information. Besides that Information Systems This can identify service deficiencies or weaknesses and can be taken into consideration and input for service improvement in the future.

3. Application Information Systems at Sari Mutiara Lubuk Pakam Hospital it has not run optimally related to managerial policies regarding RAB, but implementation Information Systems This is very helpful for health workers in carrying out their service duties.

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