

Efforts to Increase Public Knowledge about the Utilization of Information Technology through Android Applications Regarding the Ways and Flow of Online Registration for Outpatient Visits in Hospitals Islam Garam Kalianget Sumenep District

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ABSTRACT

To provide higher quality services to patients, many hospitals adopt information systems. The existence of a precise and accurate information system can reduce the occurrence of unwanted errors so that it can increase more efficient performance and operational speed of the agency. The problem of long waiting times for services is something faced by many hospitals, including the Garam Kalianget Islamic Hospital. By utilizing information technology through an Android application regarding the method and flow of online registration, it can provide benefits to patients, especially in reducing the accumulation of patients in the registration waiting room. The aim of implementing this Community Service activity is to increase public knowledge about the use of information technology through Android applications regarding the method and flow of online registration for outpatient visits at the Garam Kalianget Islamic Hospital. This activity was carried out at the Garam Kalianget Islamic Hospital using a lecture method by the implementation team, attended by patients visiting outpatients at the Garam Kalianget Islamic Hospital. The material presented is evaluated by conducting a question and answer session at the end of the activity, where all questions/quizzes submitted by the implementing team can be answered by the participants. From this activity, the results showed that there was an increase in the highest correct answer of the participants who downloaded the Garam Kalianget Islamic Hospital online application, 30 participants (100%), 28 participants (93%) already knew about the Garam Kalianget Islamic Hospital online application, 28 participants were able to use the Garam Kalianget Islamic Hospital online application (93%) and participants know what data is included in filling out participants to register online as many as 28 participants (93%).

Keywords: Android application, information technology, online registration, waiting time

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INTRODUCTION

Information systems are widely adopted by hospitals to provide higher quality services to patients. Information systems support clinical workflows in various ways which ultimately

contributes to better patient care. Information systems are created to make it easier to process and store data so that it will produce precise and accurate information. The existence of a precise and accurate information system can reduce the occurrence of unwanted errors so that it can increase more efficient performance and operational speed of the agency. The problem of long waiting times for services is something faced by many hospitals, including the Garam Kalianget Islamic Hospital . This also happened at RSUD dr. Acmad Darwis Suliki, where outpatient waiting times are still a problem, initial survey results showed that outpatient waiting times still exceed the existing outpatient SPM, namely <60 minutes. This will have an impact on patient satisfaction with the services received. From the existing data, it is stated that the waiting time for outpatient treatment in January 2022 was 31% (target > 80%), in February 2022 it was 41% (target > 80%), in March 2022 it was 42% (target > 80%) and in April 2022 it was found to be 50% (target > 80%). Waiting times from January – April are still below target. This is because outpatient patients/visitors do not utilize Android applications related to online registration. The number of human resources is still insufficient and electronic medical records are not yet optimal and the availability of infrastructure is still insufficient. The process of preparing medical record documents does not comply with the time standards that have been set due to a lack of staff and SOPs that have not been implemented properly. Outpatient waiting times are still not up to standard because they still exceed 60 minutes. To improve services and reduce waiting times for outpatient services, hospitals are trying to increase the number of human resources and further optimize electronic medical records as well as utilizing information technology through Android applications related to the method and flow of online registration which can provide benefits to patients, especially in reducing the buildup of patients in the waiting room. registration . Patients do not wait long at registration so that it can improve staff response time and the quality of hospital services.

METHOD

Material And equipment Which prepared in activity This between other: Power points, L ea flet And Videos. Activity Which implemented through a number of stages , including: Preparation for the Service by conducting a survey of the location of the service which was carried out by visiting the Garam Kalianget Islamic Hospital on May 22 2023 . Then make a written request for activity permission to the Director of Garam Kalianget Islamic Hospital on June 10 2023 and prepare activity materials, namely making material that will be presented during community service activities . The service implementation began with an opening in the form of a welcome from the management of the Garam Kalianget Islamic Hospital and the delivery of material by the activity implementation team to participants regarding the Online Registration Tutorial for the Outpatient Clinic at the Garam Kalianget Islamic Hospital, followed by a demonstration using an Android cellphone. The material presented is \pm 15 minutes. Evaluation Activities are carried out through discussions And ask answer between participant And presenter/team executor activity. The closing of the community service activities ended with a group photo.

RESULT

Activity devotion in do it on date 1 0 June 2023 activity followed by the presenter/activity implementing team and the educational results of the 30 people who attended were as follows:

Table.1. Results Pre test and Post Test

| Indicator Knowledge | Answer | Pre test n (%) | Post t test n (%) |
|---|--------|----------------|-------------------|
| Do you know about the Garam Kalianget Islamic Hospital Online application? | Yes | 16 (53%) | 28 (93%) |
| | No | 14 (47%) | 2 (7%) |
| Can you use the Garam Kalianget Islamic Hospital online application? | Yes | 10 (33%) | 28 (93%) |
| | No | 20 (67%) | 2 (7%) |
| Do you understand the flow of outpatient services at Garam Kalianget Islamic Hospital? | Yes | 10 (33%) | 27 (90%) |
| | No | 20 (67%) | 3 (10%) |
| Have you downloaded the Garam Kalianget Islamic Hospital Online Application? | Yes | 16 (53%) | 30 (100%) |
| | No | 14 (47%) | |
| Do you know what data is included in filling out participants to register online? | Yes | 10 (33%) | 28 (93%) |
| | No | 20 (67%) | 2 (7%) |
| Is the online registration information clear? | Yes | 10 (33%) | 27 (90%) |
| | No | 20 (67%) | 3 (10%) |

In Table 1 it can be seen that from results answer *pre test* to *post test* proportion answer Correct increased on almost all knowledge indicators. The highest increase in correct answers is Of the participants who downloaded the Garam Kalianget Islamic Hospital online application, 30 participants (100%), 28 participants (93%) already knew about the Garam Kalianget Islamic Hospital online application, 28 participants were able to use the Garam Kalianget Islamic Hospital online application (93%) and participants know what data is included in filling out participants to register online as many as 28 participants (93%). Furthermore, there were 27 participants (90%) who understood the flow of outpatient services at Garam Kalianget Islamic Hospital and 27 participants (90%) had received clear online registration information.

DISCUSSION

Community service activities with the title " Efforts to Increase Public Knowledge Regarding the Use of Information Technology Through Android Applications Regarding the Method and Flow of Online Registration for Outpatient Visits at the Garam Kalianget Islamic Hospital " which was carried out at the Garam Kalianget Islamic Hospital which was attended by 30 patients /visitors . held on Saturday , the 1st 7th June 2023 well and smoothly.

Waiting time for services is a problem that often causes patient complaints in several hospitals. The length of patient waiting time reflects how the hospital manages service components tailored to the patient's situation and expectations. Good and quality service is reflected in friendly, fast and comfortable service. According to the Indonesian Ministry of Health Number: 129/Menkes/SK/II/2008 concerning waiting times for services, the time required from the patient registering at the outpatient registration site, until being served by a doctor at the follow-up polyclinic, with the fast category usually taking around approximately or equals 60 minutes. The average waiting time problem for respondents is approximately or equal to 60 minutes.

The development of technology and information systems is currently very rapid. This development is considered to make human work easier compared to manual processes which are carried out entirely by humans. Developments in information systems are much needed by companies and even hospitals at this time. In the current digital era, it is developing rapidly, influencing the world of technology to continue to simplify all aspects of activities

carried out by humans. One of these aspects is smartphones. With the existence of smartphones, humans can use smartphones to communicate without being constrained by distance, time or place, this is because smartphones are easy to carry everywhere and are also small. In the smartphone there is software to support performance to complete work on it (Widyastuti et al., 2020).

The lecture material delivered by the implementing team was more related to how Register online for outpatient care at Garam Kalianget Islamic Hospital. Evaluation of activities is carried out by asking questions about the material that has been provided be delivered, and participant can respond well all question the.

CONCLUSION

From the Community Service activities carried out at the Garam Kalianget Islamic Hospital " Efforts to Increase Public Knowledge Regarding the Use of Information Technology Through Android Applications Regarding the Method and Flow of Online Registration for Outpatient Visits at the Garam Kalianget Islamic Hospital", can be concluded that this activity was attended by 30 patients / visitors and was held on Saturday , 17 June 2023 well and smoothly. The expected output can be achieved well where there is an increase in the knowledge of the service activity participants .

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