

ABSTRAK

Agung Ayu Sekarini, I Gusti (2020), Pengukuran Tingkat Kapabilitas Tata Kelola Sistem *Electronic Medical Record (EMR)* Pada Rumah Sakit Umum Kasih Ibu Menggunakan *Framework COBIT 5*.

Kata – kata kunci: *Electronic Medical Record (EMR)*, COBIT 5, PAM, *Cascading*, ISCA 2012, Pengukuran tingkat kapabilitas

RSU Kasih Ibu mengimplementasikan sebuah sistem *Electronic Medical Record (EMR)* Vesalius, namun dalam implementasinya muncul permasalahan yang menyebabkan terganggunya proses pelayanan seperti permasalahan *human error*, *system error* dan permasalahan lainnya. Analisis sistem Vesalius dengan menggunakan COBIT 5 bertujuan untuk mengukur kinerja sumber daya TI dan tata kelola sistem Vesalius dalam mengatasi permasalahan yang terjadi. Penelitian ini berfokus pada domain proses COBIT 5 yang didapatkan dari hasil pemetaan antara *enterprise goals* dengan *IT-related goals* yaitu, EDM04 (*Ensure Resource Optimisation*), APO01 (*Manage the IT Management Framework*), APO07 (*Manage Human Resources*), BAI08 (*Manage Knowledge*), DSS01 (*Manage Operations*), DSS06 (*Manage Business Process Controls*) dan MEA02 (*Monitor, Evaluate and Assess the System of Internal Control*). Teknik pengumpulan data dengan observasi, wawancara, studi dokumentasi dan penyebaran kuesioner terhadap pegawai sebanyak 35 responden yang didapat dari hasil pemetaan *role diagram RACI (Responsible, Accountable, Consulted and/or Informed)*. Hasil dari perhitungan tingkat kapabilitas saat ini berada pada level 3 yaitu *established process* pada domain proses BAI08 dan DSS06. Pada level 4 *predictable process* yaitu pada domain proses EDM04, APO01, APO07, DSS01 dan MEA03. Tingkat kapabilitas yang diharapkan pada sistem Vesalius yaitu berada pada level 5 (*optimizing process*) yang didapatkan dari hasil wawancara. Berdasarkan hasil tersebut menunjukkan bahwa terdapat kesenjangan antara tingkat kapabilitas saat ini dengan yang diharapkan. Oleh karena itu dilakukan analisis kesenjangan (*gap*) yang memperoleh nilai kesenjangan yaitu jarak sebesar 1 level pada domain proses EDM04, APO01, APO07, DSS01, MEA02, sedangkan terdapat jarak sebesar 2 level pada domain proses BAI 08 dan DSS06. Hasil analisis kesenjangan tersebut digunakan sebagai acuan untuk menyusun rekomendasi perbaikan tata kelola sistem Vesalius pada RSU Kasih Ibu untuk mencapai *capability level* yang diharapkan.

ABSTRACT

Agung Ayu Sekarini, I Gusti (2020), *Measurement of the Capability Level of Electronic Medical Record System Governance (EMR) at Kasih Ibu General Hospital using the COBIT 5 Framework.*

Key words: Electronic Medical Record (EMR), COBIT 5, PAM, Cascading, ISCA 2012, Capability level measurement

Kasih Ibu General Hospital implements a Vesalius Electronic Medical Record (EMR) system, however in its implementation there are problems that cause disruption of service processes such as human error problems, system errors and other problems. Vesalius system analysis using COBIT 5 aims to measure the performance of IT resources and Vesalius system governance in overcoming the problems that occur. This research focuses on the COBIT 5 process domain obtained from the mapping between enterprise goals and IT-related goals, namely, EDM04 (Ensure Resource Optimization), APO01 (Manage the IT Management Framework), APO07 (Manage Human Resources), BAI08 (Manage Knowledge). DSS01 (Manage Operations), DSS06 (Manage Business Process Controls) and MEA02 (Monitor, Evaluate and Assess the System of Internal Control). Data collection techniques by observation, interviews, study documentation and distributing questionnaires to employees of 35 respondents obtained from the mapping of RACI role diagrams (Responsible, Accountable, Consulted and / or Informed). The result of the calculation of the capability level is currently at level 3, namely the established process in the process domain BAI08 and DSS06. At level 4 the process is predictable, namely in the process domains EDM04, APO01, APO07, DSS01 and MEA03. The expected level of capability in the Vesalius system is at level 5 (optimizing process) which is obtained from the interview results. Based on these results, it shows that there is a gap between the current and expected level of capability. Therefore, a gap analysis was carried out which obtained a gap value, namely a distance of 1 level in the dominance of the EDM04, APO01, APO07, DSS01, MEA02 processes, while there were 2 levels of distance in the BAI 08 and DSS06 process domains. The results of the gap analysis are used as a reference for formulating recommendations for improving Vesalius system governance at Kasih Ibu Hospital to achieve the expected capability level.