Abstrak

MODEL E-SERVICE
UNTUK PELAYANAN KESEHATAN
PADA PERAWATAN PASIEN DI RUMAH (HOME CARE)

Kemudahan mendapatkan informasi layanan kesehatan merupakan harapan bagi semua orang terutama yang membutuhkan pelayanan kesehatan. Proses penyampaian informasi layanan kesehatan dengan didukung oleh teknologi yang tepat akan semakin mempermudah mengelola dan menyebarkan informasi kepada masyarakat. Penelitian ini membahas tentang model layanan kesehatan (*e-service*) untuk pelayanan pasien di rumah. Pembuatan model menggunakan konsep arsitektur enterprise kemudian di gambarkan dengan menggunakan konsep 3LGM (*The three layer graph-based meta model*). Penelitian yang dilakukan bersifat kualitatif dengan mencari data yang bersumber dari lapangan dengan observasi dan wawancara. Validasi model dilakukan sebanyak dua kali. Validasi pertama berfokus pada *prototype* aplikasi dan validasi kedua berfokus pada perbaikan dan survei terkait manfaat dari *prototype* aplikasi. Jumlah responden pada validasi tahap dua di dalam penelitian ini ada 14 responden. Hasil pengujian diperoleh sejumlah 6 responden menyatakan setuju bahwa pembuatan aplikasi dari model dapat mengatasi masalah sulitnya mendapatkan informasi layanan kesehatan, 7 responden setuju dapat memastikan harga layanan, 7 sangat setuju dapat mempercepat mendapatkan layanan, 6 setuju dapat menurunkan antrian di klinik, 6 sangat setuju dapat memudahkan mendapatkan kepastian layanan, 7 setuju dapat memudahkan prosedur pemberian layanan, 8 sangat setuju dapat memudahkan dalam pencarian bantuan tenaga kesehatan (perawat, bidan dan fisioterapi) terkait dengan perawatan.

<u>Kata kunci</u>

home care, prototype, arsitektur enterprise, 3lgm, e-service

Abstract

E-SERVICE MODEL FOR
HOME CARE PATIENTS' HEALTH SERVICES

Everyone, especially people who needed health services expected an easiness to get information about services. Appropriate technology which supported information delivery of health services would help society manage and spread information easily. This study discussed about e-service model for home care patients' health services. This model used enterprise architecture concept and it was conceived with 3LGM (the three layer graph-based meta model). It was a qualitative study. The data was taken by observation and interview. The validation was conducted twice. The first one was focused on application prototype and the second one was focused on the revision and survey related to the advantages of this application prototype. There were 14 respondents on the second validation. The result of this test showed that there were 6 respondents agreed that this application model could overcome the difficulties on getting information about health services. There were 7 respondents agreed that they could make sure the amount of the price of health services. There were 7 respondents agreed that this model could quicken the process on getting services. There were 6 respondents agreed that it could decrease a long queue in the clinic. There were 6 respondents agreed that they could make sure the easiness of certainty on getting services. There were 7 respondents agreed that it could ease the procedure on the services given. There were 8 respondents agreed that it could ease the searching help on nurse, midwife, and phyisiotheraphy related to the treatment.