

INTISARI

Pelaporan Insiden Keselamatan Pasien (IKP) merupakan elemen krusial dalam menjaga mutu layanan dan keamanan pasien di rumah sakit. Namun, di Rumah Sakit Wijayakusuma Purwokerto, sistem pelaporan masih dilakukan secara manual menggunakan formulir kertas, yang mengakibatkan keterlambatan pelaporan, hilangnya data, dan rendahnya partisipasi tenaga medis akibat kebingungan alur serta kekhawatiran terhadap sanksi. Untuk mengatasi permasalahan tersebut, penelitian ini bertujuan mengembangkan prototipe sistem pelaporan IKP digital yang terintegrasi dalam Sistem Informasi Manajemen Rumah Sakit (SIMRS) dengan pendekatan User Centered Design (UCD). Proses pengembangan mengikuti empat tahap UCD, dimulai dari pemahaman konteks penggunaan hingga evaluasi sistem. Rancangan antarmuka mengacu pada prinsip User Interface (UI) yang sederhana dan User Experience (UX) yang intuitif, mendukung pelaporan anonim dan efisiensi proses. Evaluasi dilakukan dengan metode System Usability Scale (SUS) yang melibatkan sembilan responden, menghasilkan skor rata-rata sebesar 82,78 yang menunjukkan tingkat usability sangat baik. Hasil ini menunjukkan bahwa sistem mudah digunakan, mempercepat pelaporan, dan diterima dengan baik oleh pengguna. Beberapa masukan menyarankan penambahan fitur pelacakan laporan dan bantuan teknis. Dengan demikian, sistem ini dinilai mampu mendukung pelaporan IKP yang lebih cepat, efisien, dan akurat.

Kata kunci: Insiden Keselamatan Pasien, SIMRS, Pelaporan Digital, User Centered Design, UI/UX, System Usability Scale.

ABSTRACT

Patient Safety Incident (IKP) reporting system at Wijayakusuma Hospital
Patient Safety Incident (IKP) reporting is a crucial element in ensuring service quality and patient safety in hospitals. However, at Wijayakusuma Hospital Purwokerto, the reporting system is still conducted manually using paper forms, leading to delays, data loss, and low participation among medical staff due to confusion about the reporting flow and fear of sanctions. To address these issues, this study aims to develop a digital IKP reporting system prototype integrated into the Hospital Management Information System (SIMRS) using a User-Centered Design (UCD) approach. The development process followed four UCD stages, from understanding the usage context to evaluating the system. The user interface was designed based on UI principles for simplicity and UX principles for intuitive navigation, anonymous reporting, and time efficiency. Evaluation using the System Usability Scale (SUS) with nine respondents resulted in an average score of 82.78, indicating a very high level of usability. The findings suggest the system is easy to use, improves reporting speed, and is well accepted by users. Some feedback included suggestions for adding report tracking features and integrated technical support. Thus, the system is considered capable of supporting IKP reporting that is faster, more efficient, and more accurate.

Keywords: Patient Safety Incident, SIMRS, Digital Reporting System, User Centered Design, UI/UX, System Usability Scale.