

DESIGNING THE DOCHOME APPLICATION TO SUPPORT EXCELLENT SERVICE AT THE KANJURUHAN HOSPITAL NERVE POLYTECHNIC, MALANG REGENCY

Ainul Mutrofin¹, Wening Palupi Dewi²

¹Student, Hospital Administration Study Program, Faculty of FAKAR, STRADA Indonesia University

²Lecturer, Hospital Administration Study Program, Faculty of FAKAR, STRADA Indonesia University

Email : ainulmutrofin@gmail.com

ABSTRACT

Telehealth is the use of electronic information and telecommunications technology to treat patient health by medical personnel and doctors. Designing the DocHome application to support and improve excellent service at the Kanjuruhan Regional Hospital, Malang Regency. The method in this research is descriptive qualitative. In determining informants, researchers used a purposive sampling technique that met the inclusion and exclusion criteria with 4 informants. Data collection techniques use interview and observation techniques. The data analysis carried out was data reduction, data presentation and drawing conclusions. The data validity test in this research is Data Triangulation. Neurology clinic services are almost the same as the clinic services at the Kanjuruhan District Hospital, Malang Regency. What is mandatory in the neurology clinic is that patients are required to measure the patient's blood pressure, because the most important thing needed by a neurologist is the patient's blood pressure. Based on the research results, it was concluded that the use of technology could especially be applied in the Kanjuruhan Regional Hospital's neurology clinic.

Keywords: Telehealth, Neurology Poly, Outpatient.

I. INTRODUCTION

Quality health services are the main needs of the community, especially in regional general hospitals (RSUD). Kanjuruhan Hospital Malang Regency as one of the type B educational hospitals serves many patients, but distance constraints and limitations of health workers are often obstacles. Poly nerve is one of the polys with a high level of service because many patients with cases of stroke and other neurological diseases require routine check-ups. The development of telehealth technology offers solutions to overcome these limitations through digital applications.

The DocHome app is designed to facilitate remote consultations and excellent healthcare. This study aims to design the DocHome application as a service innovation in the Kanjuruhan Hospital Neurological Polyclinic with the hope of improving the efficiency and accessibility of medical services. Various previous studies have shown that the application of telehealth can improve the quality of services and patient experience (Permatasari et al., 2022; Bashshur et al., 2020). The geographical condition of Malang Regency is wide enough to make this application very relevant to provide equitable health services.



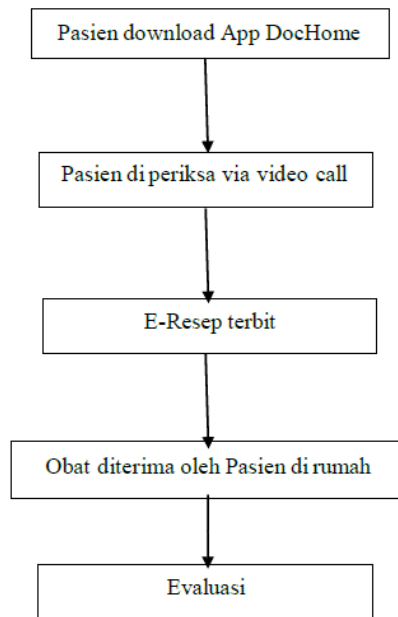


Figure 1 Application concept framework

II. METHODS

This study uses a qualitative descriptive method. Informants were selected using purposive sampling techniques with predetermined inclusion and exclusion criteria, Purposive sampling is a sampling method that is carried out for a specific purpose, where samples are selected based on certain criteria relevant to the research objectives. In the context of the Design of the DocHome Application in Supporting Excellent Service at the Poly Nerve of Kanjuruhan Hospital, Malang Regency, purposive sampling can be used to select doctors/nurses or patients who will be part of the study or pilot application. Data Source Triangulation :

Data Source 1: Health Worker Interviews. Analyze interviews with healthcare professionals to identify common patterns in the app's user experience and healthcare provider's perspective.

Data Source 2: Patient interviews. Analyze interviews with patients and physicians to identify common patterns in the app's user experience and patient perspectives. So that four main informants consisting of medical personnel and administrative staff at the Kanjuruhan Hospital Nerve Polytechnic were obtained. Data collection was carried out through in-depth interviews and direct observation of the service process and use of the DocHome application. Data analysis includes data reduction, data presentation, and conclusion drawn. The validity test of the data was carried out by data triangulation technique to ensure the validity of the research findings.

III. RESULT

The results of the study show that the DocHome application is able to support excellent service in the neurological polyclinic with several key features such as remote consultation, anamnesis recording by doctors and nurses, and delivery of drugs to patients' homes. The obstacles faced during the study are the limitations of human resources that often concurrently administer and the disruption of the newly implemented electronic medical record system.

The implementation of the DocHome application is considered to be able to facilitate online consultations, facilitate access to medical information, and allow patients to input independent health data such as blood pressure before consultations. The user-friendly appearance of the application and the online consultation feature received a positive response from informants, although further socialization and training are still needed for new users.

However, the implementation of DocHome is highly supported by health workers and patients because it can reduce the burden of physical visits, especially for patients who live far from the hospital. The neurologist also stated that patient blood pressure data that can be monitored remotely is an important feature that can be further developed in the application.

IV. DISCUSSION

The implementation of the DocHome application at the Kanjuruhan Hospital Neurological Polyclinic provides an effective solution to the problem of distance and limitations of face-to-face services. Excellent service is defined as the best service that meets standards and satisfies patients (Permatasari et al., 2022). The use of technology in this application expands access and improves service efficiency (Bashshur et al., 2020).

From the results of the interviews, health workers stated that integrating digital applications with hospital medical record systems improves the quality of documentation and service coordination. Although there are technical challenges such as internet disruptions and system transitions, the potential of this application is huge to answer the needs of neurological patients in the vast Malang district. The development of applications with additional features such as digital heart rate and tension measurement is expected to further enhance the role of the DocHome application in integrated and modern health services in the future.

The implementation of the DocHome application at the Kanjuruhan Hospital Nerve Polytechnic provides several advantages, including time efficiency, ease of access to health services, and increased real-time monitoring of patient conditions. Key features such as online consultation and independent health data input assist doctors in making faster and more accurate medical decisions. However, the challenges faced include user adaptation to new technologies, training needs, and integration of application data with hospital medical record systems. This research emphasizes the importance of hospital management support and increasing digital literacy for medical personnel and patients so that the implementation of the application runs optimally and sustainably.

V. CONCLUSION

The use of telehealth technology through the DocHome application has been proven to support excellent service at the Nerve Polytechnic of Kanjuruhan Hospital, Malang Regency. This application is able to improve the efficiency, accessibility, and quality of healthcare services, especially in patient blood pressure monitoring and online consultations. Further efforts are needed in the form of socialization, training, and system development so that the application can be fully integrated and provide maximum benefits for patients and medical personnel.

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