Abstract

Health department of Republic Indonesia applied a national quality standard to hospitals in Indonesia. The national quality standard aims to be a guide in carrying out planning, implementation, and control, as well as supervision and accountability of the hospital minimum service standards. The quality of hospital services is an important object for viewing, evaluating, and improving hospital performance as an indispensable health resource in supporting health efforts. The purpose of this final project is to build a data warehouse for the hospital which is then analyzed with Online Analytical Processing (OLAP) technique. The results of the data warehouse analysis are used to provide information to the hospital executives which are then displayed on the Executive Information System (EIS) in graphical form. EIS will show information of hospital quality achievement and its comparison with the national quality standard which was set by Health Department. EIS is useful to assist hospital executives in monitoring hospital quality, evaluating hospital performance, and making decisions to improve hospital quality based on national quality standards.

Keywords: data warehouse, online analytical processing, executive information system, national quality standard