

ABSTRAK

Perkembangan pesat teknologi informasi telah memberikan dampak signifikan di berbagai bidang, termasuk dalam bidang kesehatan. Dengan perkembangannya yang semakin meningkat, mengakibatkan munculnya berbagai inovasi yang menghasilkan sebuah sistem yang kompleks. Rumah Sakit Mata Masyarakat (RSMM) Jawa Timur sebagai salah satu rumah sakit khusus dengan layanan kesehatan mata memiliki sistem manajemen dalam mendukung keberlangsungan proses bisnisnya yakni Sistem Informasi Manajemen Rumah Sakit (SIMRS). SIMRS memiliki 41 modul didalamnya salah satunya adalah Layanan Dokter dan Penunjang. Layanan Dokter dan Penunjang merupakan bagian terpenting dari SIMRS dimana layanan ini melibatkan interaksi dokter dan pasien dalam proses *diagnose*, perawatan, dan pengelolaan kondisi media. Namun, dalam operasionalnya alur pelayanan dari layanan dokter dan penunjang saat ini belum dilakukan penyelarasan antara strategi bisnis dengan strategi TI sehingga menyebabkan permasalahan antrian pasien di bagian poli 1. Selain itu, terdapat beberapa masalah koordinasi mencakup kurangnya komunikasi efektif, dan penjadwalan yang tidak terkoordinasi. Disamping itu, berdasarkan hasil perhitungan rata-rata antrian harian, ditemukan bahwa jumlah pasien berkisar antara 70 hingga 100 per hari. Hal ini menunjukkan ketidak efisienan waktu dan tenaga, mendorong kebutuhan solusi berbasis teknologi untuk mengoptimalkan alur pelayanan. Oleh karena itu, penelitian ini bertujuan untuk membuat perencanaan *technology architecture* pada Layanan Dokter dan Penunjang (SIMRS) di RSMM Jawa Timur agar mendukung pemanfaatan SI/TI sesuai dengan strategi bisnis dan strategi TI rumah sakit. Penelitian ini menggunakan *framework The Open Group Architecture Framework (TOGAF)* dengan metode *Architecture Development Method (ADM)* yang berfokus pada 5 (lima) fase yakni *Phase A: Architecture Vision, Phase B: Business Architecture, Phase C: Information System Architecture, Phase D: Technology Architecture, dan Phase E: Opportunities and Solutions*. Hasil dari penelitian ini adalah berupa *blueprint IT* yang diharapkan dapat meningkatkan efisiensi, kualitas layanan, koordinasi internal, dan mengurangi jumlah antrian khususnya di Layanan Dokter dan Penunjang bagian Poli 1.

Kata Kunci: Antrian Pasien, Koordinasi Pegawai, Poli 1, TOGAF ADM, *Phase A-E*

ABSTRACT

The rapid development of information technology has had a significant impact in various fields, including the health sector. With its increasing development, various innovations have emerged which have resulted in a complex system. East Java Community Eye Hospital (RSMM) as a special hospital with eye health services has a system to support the continuity of its business processes, namely the Hospital Management Information System (SIMRS). SIMRS has 41 modules, one of which is Doctor and Support Services. Doctor and Support Services are the most important part of SIMRS where this service involves the interaction of doctors and patients in the process of diagnosis, treatment and management of media conditions. However, in the operational flow of services from doctors and support services, business strategy and IT strategy have not yet been aligned, causing problems with patient queues in poly section 1. Apart from that, there are several coordination problems including a lack of effective communication and uncoordinated scheduling. Besides that, based on the results of calculating the average daily queue, it was found that the number of patients ranged from 70 to 100 per day. This shows time and energy inefficiencies, driving the need for technology-based solutions to optimize service flow. Therefore, this research aims to create a technology architecture plan for Doctor and Support Services (SIMRS) at RSMM East Java to support the use of IS/IT in accordance with the hospital's business strategy and IT strategy. This research uses the Open Group Architecture Framework (TOGAF) framework with the Architecture Development Method (ADM) method which focuses on 5 (five) phases, namely Phase A: Architecture Vision, Phase B: Business Architecture, Phase C: Architectural Information System, Phase D : Technology Architecture, and Phase E: Opportunities and Solutions. The results of this research are in the form of an IT blueprint which is expected to improve efficiency, service quality, internal coordination, and reduce the number of queues specifically at the Doctor and Support Services section of Poly 1.

Keywords: *Patient Queue, Employee Coordination, Poli 1, TOGAF ADM, Phase A-E*