ABSTRACT

The occurrence of patient dissatisfaction associated with the duration in providing the hospitalization bills information on Wiyung Sejahtera Hospital Surabaya which presented on the background of research, shows 90.26% in January to November 2014. This research aimed to analyze the knowledge, necessity of skills training and human resource needed related to billing system and the most important one is to evaluate the performance of Wiyung Sejahtera Hospital Surabaya through user’s perception by using PIECES Framework.

The descriptive analytic method employed. Based on its time, this research belongs to cross-sectional. Information obtained from 57 hospitalization billing system and 6 units, which verifies bills and bills input on the application billing system hospitalization Wiyung Sejahtera Hospital Surabaya. The research was conducted on 3-9 June 2015.

The knowledge of billing system users is good (59.6%), the necessity of IT training is not fulfilled (71.9%) dan user’s skills is not good (93%). Billing system hospitalization performance evaluation using PIECES Framework results for all indicators are constraint, such as Performance mean 2,6667; Information mean 2,8319; Economy mean 2,6901; Control mean 2,7544; Efficiency mean 2,7661 and Service mean 2,8596 and billing system performance for most units are constraint. There is a strong correlation between training toward user’s knowledge about billing system. There is a strong correlation between user’s knowledge toward billing system efficiency and between user’s skills toward billing system performance.

In the conclusion, the result of hospitalization performance evaluation related to billing system using Wetherbe’s PIECES Framework shows that each indicators are constraint. In order to improve the quality of service, it is urgently required to hospital itself providing training to users (in this case is staffs who are integrated with), developing into a fully package integrated system and arranging standard operating procedures related to the operating techniques of hospitalization billing system.

Keywords: evaluation, billing system performance, PIECES framework.