

ABSTRACT

Seksi Mutu Pelayanan Kesehatan is one of the Bandung Public Health Office (Dinas Kesehatan Kota Bandung) division. Its main job is to evaluate and report the quality of health services in the first public health center (Puskesmas). Reporting Puskesmas accreditation is done manually by Seksi Mutu Pelayanan Kesehatan. The problem of manual reporting is incorrect data and data uniformity which leads to confusion. Besides, data visualization is only accessible to one user, therefore accredited Puskesmas data is limited to others as well. Designing a business intelligence dashboard in 80 Puskesmas is expected to help Dinas Kesehatan Kota Bandung to achieve real-time monitoring through dashboard and faster data visualization.

The method used in the development of a business intelligence dashboard framework is Business Dimensional Lifecycle since the study only focussed on a specific business area which is Health Services Module. This method has 9 stages of Kimball development. The schema used in this study is star schemas with two fact tables, accreditation fact table, and medical resources fact table.

There are three final results of the dashboard, namely the Accredited Puskesmas Dashboard, the Medical Resources on Rawat Jalan Puskesmas, and Medical Resources on Rawat Inap Puskesmas. The development of the business intelligence dashboard framework can provide benefits and consequences to the Dinas Kesehatan Kota Bandung in the aspects of infrastructure, human resources, and technology. Future development of the study will broaden the scope of accreditation modules.

Keywords – Business intelligence, Business Dimensional Lifecycle, Star Schema, Dinas Kesehatan Kota Bandung, Puskesmas