

ABSTRAK

Kesehatan mata merupakan aspek penting dalam kehidupan manusia. Rumah Sakit Mata Masyarakat (RSMM) Surabaya merupakan salah satu fasilitas kesehatan mata terbesar di Jawa Timur yang menjadi pusat rujukan terbaik di wilayah tersebut. Hal ini mendorong RSMM Jawa Timur untuk terus meningkatkan pelayanan dan mengurangi kesalahan. Oleh karena itu, kontinuitas perbaikan atau *continuous improvement* sangatlah penting untuk dilakukan. Perbaikan ini tidak hanya berfokus pada aspek bisnis, tetapi juga pada aspek operasional dan proses pelayanan rumah sakit. Saat ini, RSMM Jawa Timur sedang mengalami beberapa permasalahan dalam aspek operasional dan proses pelayanannya, salah satunya adalah ketidakefektifan pendaftaran pasien secara *online*. Ketidakefektifan ini mengakibatkan banyak pasien memilih mendaftar secara *offline* dan menyebabkan antrean panjang. Penelitian ini menggunakan metode kualitatif jenis studi kasus untuk merancang *blueprint* IT dengan menggunakan *enterprise architecture* melalui pendekatan *The Open Group Architecture Framework (TOGAF) Architecture Development Method (ADM)* versi 9.2. Tahapan perencanaan penelitian ini berfokus pada tahap *preliminary phase, Phase A: Architecture Vision, Phase B: Business Architecture, Phase C: Information System Architecture, Phase D: Technology Architecture* dan *Phase E: Opportunities and Solutions*. Penelitian ini bertujuan untuk mengimplementasikan *blueprint* IT secara jelas dan sistematis dalam layanan pendaftaran pasien *online* di RSMM Jawa Timur, dengan harapan dapat mengatasi permasalahan yang ada. Hasil penelitian menunjukkan bahwa dengan menerapkan *enterprise architecture* yang menghasilkan perencanaan *blueprint* IT, RSMM Jawa Timur dapat meningkatkan efektivitas layanan pendaftaran pasien secara *online*.

Kata kunci: *blueprint* IT, *enterprise architecture*, metode kualitatif, pendaftaran pasien secara *online*, RSMM Jawa Timur, studi kasus, TOGAF ADM 9.2

ABSTRACT

Eye health is an important aspect of human life. The Surabaya Public Eye Hospital (RSMM) is one of the largest eye health facilities in Eastern Java and is the best reference centre in the region. It encourages RSMM East Java to continue to improve services and reduce errors. Therefore, continuity of improvement or continuous improvement is very important to do. These improvements focus not only on business aspects, but also on operational aspects and hospital service processes. Currently, RSMM East Java is experiencing several problems in its operational aspects and service processes, one of which is the ineffectiveness of patient registration online. This ineffectiveness has resulted in many patients choosing to sign up offline and resulting in a long line. The research uses a qualitative method of case study to design an IT blueprint using enterprise architecture through the approach of The Open Group Architecture Framework (TOGAF) Architecture Development Method (ADM) version 9.2. The planning phase of the research focuses on the preliminary phase, Phase A: Architecture Vision, Phase B: Business Architecture, phase C: Information System Architecture, Phase D: Technology Architecture, and Phase E: Opportunities and Solutions. The research aims to implement the IT blueprint clearly and systematically in online patient registration services at RSMM East Java, in the hope of overcoming existing problems. Research results show that by implementing enterprise architecture that generates IT blueprint planning, RSMM Java East can improve the effectiveness of online patient registration services.

Keywords: *IT blueprint, enterprise architecture, qualitative methods, online patient registration, RSMM East Java, case studies, TOGAF ADM 9.2*