

# E-KNOWLEDGE MODULE DEVELOPMENT IN THE MANAGEMENT INFORMATION SYSTEM WITH SPRINT METHOD IN Dr. RAMELAN NAVY HOSPITAL

*By Indarti Caecilia, Saerah Siti, Chalidiyanto Djazuli*

# **E-KNOWLEDGE MODULE DEVELOPMENT IN THE MANAGEMENT INFORMATION SYSTEM WITH SPRINT METHOD IN Dr. RAMELAN NAVY HOSPITAL**

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## **Abstract**

Hospitals as very complex organizations must have management problems that require proper, effective and efficient management. The priority of the problem management in Dr. Ramelan Navy Hospital is determined in the training unit, external training in 2019 as many as 90 trainings, the training materials have not been well documented and are still below standard. This shows that the knowledge documentation system has not been managed properly. This is reinforced by the level of personnel's knowledge of two knowledges that have under the standard, the knowledge of Basic Infection Prevention and Control only reaching 57.2% and effective communication 56%. Based on the problem data, it is concluded that the existing problem has not yet achieved the external training material documentation standard of 15% from the 100% standard.

The purpose of this study is to analyze the factors causing the documentation of training materials under the standard, to determine solutions to improve the documentation of training materials to reach the standard and to develop an activity plan in overcoming the problem of documentation of training materials that have not reached the standard.

Data obtained through interviews, observations, and documentation in several departments and work units, then processed through a number of stages in overcoming the problem of documentation of training materials that have not reached the standard. Problems are solved by using a problem solving cycle approach with five stages of problem analysis, strategy design, development strategy, implementation, monitoring, evaluation and feedback. Solution of problems with the development of knowledge modules in hospital management information system

The results at the strategy development stage of the development of the module named E-Knowledge was developed using the Sprint method with five stages of map, sketch, divide, prototype and test. The long-term goal of developing the E-Knowledge module as a means that supports knowledge sharing between personnel is to increase knowledge accurately because it comes from the same module source, improve personnel performance because it is faster to acquire knowledge, and facilitate the dissemination of knowledge to all personnel, as a means that facilitate personnel needs in obtaining knowledge from various sources whose credibility is recognized nationally and internationally.

**Keywords:** Problem solving cycle, E knowledge, Sprint method

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## INTRODUCTION

Dr. Ramelan Navy Hospital is a public health service provide managed the Indonesian Navy. The hospital has the main task of providing health services and health support to members of the Indonesian Navy and their families as well as serving general patients, with the vision of becoming the primary hospital of choice for the TNI and the community. Efforts to achieve this vision must be able to provide excellent quality health services based on patient needs and satisfaction.

In organizational systems such as hospitals which are very complex, several problems, so there needs to be optimal handling to formulate an appropriate solution. Problem solving cycle (PSC) which is carried out in stages through certain phases, it can help management within an organization to identify problems so need the right solution can then be found.

The results of the analysis of the problems and based on the results of observations, document reviews and interviews with several department officer and section officer, can identify problems in the Emergency departement, Infection Prevention and Control Commitee, Outpatient, Education and Training units and problems related to infrastructure. After determining priorities using the CARL method (Capability, Accesibility, Readiness, Leverage) it is concluded that external training in 2019 has only been documented 15% of the standart 100%.

The problem is that the training knowledge documentation system (E knowledge) has not been managed properly. This is coloborated by the results of a questioner which shows the level of knowledge of personnel about Basic Infection Prevention and Control and Effective Communication in 2020 is still below the standard.

The purpose of this study is to analyze the causes of the documentation of training materials that have not reached the standard, determine solutions, and develop an activity plan in overcoming the problem of documentation of training materials.

## RESEARCH METHODS

The method used is the Problem Solving Cycle (PSC) approach as follows:

### 1. Problem Analysis

In conducting a problem analysis there are three activities that must be carried out. as follows

- a. Problem Determination
- b. Determination of the Cause of the Problem
- c. Priority Causes of Problems

### 2. Strategy Design

At this stage determine alternative solutions to solve the problem. In solving the problem, it is carried out in stages according to its potential. At this "Strategy Design" stage, the steps for compiling alternative solutions are discussed and then prioritized alternative solutions are carried out.

### 3. Strategy Development

At this stage, the priority of alternative solutions is the development of the knowledge documentation module at hospital management information system using the Sprint technique with 5 stages : map, sketch, decide, prototype and test.

### 4. Implementation and Monitoring and Evaluation

### 5. Follow Up and Feedback

## RESULTS

### 1. Problem Analysis

#### a. Problem Determination

Problems in the unit were obtained through brainstorming with several department officer and section officer. Then the priority of the problem is determined using the CARL method in table 1

Table 1. Identification of Problems in Ramelan Navy Hospital . 2020

Problem	C	A	R	L	Total	Ranking
The waiting time for emergency room patients to outpatient is still long.	8	7	7	8	3136	II
The assessment of compliance with Hand hygiene personnel carried out by IPCNs cannot be maximized in the pandemic era (still using paper, not yet based on Android).	5	6	6	8	1440	IV
The registration flow is not in accordance SOP for outpatient registration	5	7	8	8	2240	III
External training in 2019 totaled 90 trainings, 15% documented training materials with 100% standards	8	9	9	8	51284	I
Incomplete sign for the place/room	5	6	6	7	1439	V

Based on table 1 above, the problem with the highest priority ranking in the education and training unit is that the external training material documentation standard has not been achieved, 15% from 100%.

#### b. Determination of the Cause of the Problem

After the priority of the problem has been determined, the next step is to identify the cause of the problem. The approach used to obtain the risk factors that influence the occurrence of the problem is the fishbone diagram analysis method in Figure 1

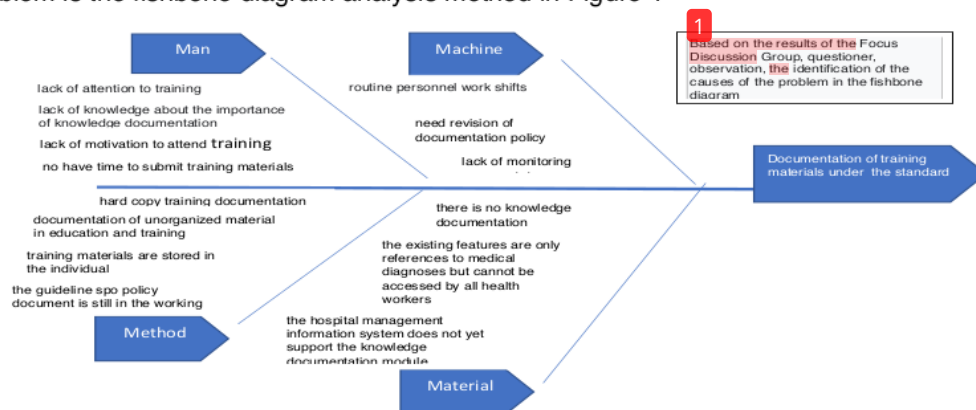


Figure 1 Factors causing the documentation of training materials under the standard

Based on Figure 1, information is obtained that the factors causing the documentation of training materials have not reached the standard by covering four aspects; Man, Method, Machine and Materials.

### c. Priority Causes of Problems

The next step is to analyze the priority of causes using the CARL method. The priority causes can be studied in table 2

Table 2 Priority Causes of Problems

<b>Causes of Problems</b>	<b>C</b>	<b>A</b>	<b>R</b>	<b>L</b>	<b>Total</b>	<b>Ranking</b>
Lack of attention to post-training training materials	8	7	7	8	3136	IV
Lack of knowledge about the importance of knowledge documentation	5	6	6	8	1440	
Lack of motivation to attend training	5	7	7	8	1960	
Lack of attention to post-training materials	8	7	7	8	3136	IV
Lack of knowledge about the importance of knowledge documentation	5	6	6	8	1440	
Documentation of unorganized material in education and training	6	7	7	8	2352	
Training materials stored in individual	6	7	8	8	2688	
Tour of duty	7	8	8	8	3584	II
Knowledge documentation policy exists, needs to be revised	8	8	8	8	3200	III
Lack of Supervision and monitoring	8	8	8	8	3200	III
Existing features are only references for medical diagnosis but cannot be accessed by all health workers	5	8	8	7	2240	
There is no training documentation material module	8	9	9	8	5184	I

Table 2 shows that the priority of causes is based on ranking using the CARL method,, there is no training material documentation module.

## 2. Strategy Design

The next step, researchers and related staff conduct discussions in determining alternative solutions. Alternative solutions provided by the team include:

- a. Development of training material documentation module at hospital management information system
- b. Development of training material documentation modules on the website.
- c. There is an application / training documentation module in the training unit.

The next step in this stage is to determine the priority of alternative solutions in overcoming the problem of knowledge management which is considered appropriate, effective and efficient in table 3

Table 3 Priority of Alternative Documentation Solutions Training Materials at Ramelan Navy Hospital 2020

Alternative Solution	C	A	R	L	Total	Ranking
Development of documentation module for training materials at SIMRS	8	9	9	8	5184	I
Development of training material documentation modules on the website	7	8	9	8	4032	II
There is an application / training documentation module in the training unit	6	7	7	8	2688	III

Based on table 3, the priority of alternative solutions is the development of a documentation module for training materials at Ramelan Navy Hospital System Information Management

### 3. Strategy Development

At this stage, the researcher prepares a strategic plan in the development of the module. This module development strategy is the result of discussions with Departement Information Technology team using the Sprint method in Figure 2

#### Stage 1. Map

1. Identify long-term goals
2. Determine the target to be achieved
3. Determine responsible personnel (PIC) in module development

#### Stage 2. Sketch

4. Designing the documentation module
5. Define use cases

#### Stage 3 Decide

6. Determine the design of the knowledge documentation module

#### Stage 4 Prototype

7. Collaborating with the IT team in making prototypes

#### Stage 5 Test

8. Presenting prototype trials to PIC
9. Facilitate PIC in uploading documents (training prototype)
10. Documenting suggestions for improvement of the prototype from the PIC

Figure 2 Strategy for developing the E Knowledge Module on Hospital System Information Management

The initial step in achieving the objectives of module development, researchers conducted a questioner survey on the identification of module development according to the needs personnel. Ramelan Navy Hospital. The questioner used adopted Moh's questionnaire. Bayu Teguh Santoso in Wijayanti's research (2015) on Knowledge Management Systems because in the questioner it maps the personnel needs for the development of the modules used in this study. Information obtained from the questioner survey in table 4

Table 4 Features of Module Development at Rumkital Dr. 2020

Feature	Percentage	Rating
Knowledge documentation / articles	58.8%	1
Discussion forum	27.5%	4
Document search/search knowledge / articles	37.3%	3
<i>Mailing lists</i>	3.9%	8
Download / upload documents (document management)	41.2%	2
Database contains experiences about solving cases with solutions that have been achieved	19.6%	5
<i>Chatting / video conference</i>	13.7%	6
Others	5.9%	7

3

Based on table 4, it can be seen that the features to be developed according to personnel needs are that personnel need knowledge/article documentation features, download/upload document management and search for knowledge documents. Information on the results of the questioner regarding module development was discussed with Information Technology team, so that the module to be developed was named "E-Knowledge" which not only contained training materials but contained knowledge content needed by personnel. Knowledge content consists of four categories in the form of regulations, training materials, references and journals.

#### 1. Determine the target to be achieved

The targets to be achieved in the development of this module are:

- a. All training materials are well documented 100%



- b. The level of personnel knowledge about accreditation material reaches 80%
- 2. Determine the person in charge of knowledge documentation (PIC)

The PIC is the crew for the E-Knowledge module. Fourteen PICs were appointed to represent the professions responsible for managing the E Knowledge module

## DISCUSSION

The PSC method consists of 5 stages. These stages include: (1) Problem Analysis, (2) Strategic Design, (3) Strategy Development, (4) Implementation, Monitoring, Evaluation, and (5) Feedback. The Problem Analysis stage has three stages, namely determining the problem, determining the cause of the problem and determining the priority of the cause of the problem at Dr. Ramelan hospital. To properly identify the problem, an evidence-based approach or accurate data is used, so that it can give confidence to hospital personnel, and believe that it is really a problem. Identify the problem at Dr. Ramelan Navy Hospital is obtained by:

- a. Examining secondary data in the form of quantitative data and/or qualitative data
- b. Enter and report data/information from other sectors or sources.
- c. Focusing on issues refers to accreditation standards.
- d. Discuss (brainstorming) with the official in charge of the relevant unit.

It was found that the problem was that 15% of 100% of external training material documentation standards had not been achieved.

The causes of the problem are various factors related to the problem of managing the documentation of training materials. To identify risk factors, it is necessary to process the root causes of problems in a systematic way and based on data/facts, theories or concepts as well as logic thinking. After knowing the priority of the problem, then brainstorming is continued to find the cause of the problem with root cause analysis. The root cause of the problem consists of 4M (machine, method, material and man). The results of the root cause analysis are as illustrated in Figure 1. From the aspect of various causes of problems, a scoring is carried out using the CARL method to determine the priority of the causes of the problem so that it can be concluded that the priority of the cause of the problem is that there is no documentation module for training materials.

The strategy design stage is the second stage in the Problem Solving Cycle, which is to determine alternative solutions to solve the problem. In solving a problem, it is carried out in stages according to its potential. At the "Strategy Design" stage, the steps for preparing alternative solutions are discussed in solving a problem. There are three alternative solutions that were decided in the discussion, namely the development of a training material documentation module at hospital managemen information system, the development of a training material documentation module on the website. and the development of an application / training documentation module at the Education and Training unit. The priority of alternative solutions is determined based on scoring using the CARL method which is the priority, namely the development of the documentation module.

In the Strategy Development stage, the development of the E-Knowledge module is adjusted to the allocation of resources, time and finance. From the allocation of resources, there are no obstacles because the personnel who will later spearhead the success of the E-Knowledge module are carried out with responsibilities in units and professions and are involved in fulfilling SNARS 1.1 standards/elements. Judging from the time allocation, a model that can be completed in a short time was chosen. In terms of the allocation of funds, the researcher conducted interviews with the Head of the SIM Hospital and did not experience any obstacles due to the budget program related to module development at Ramelan Navy Hospital has been budgeted



annually. a module development procedure has been proposed so that the E-Knowledge module development project can be started.

In the development of the E-Knowledge module through several stages. Based on the previous description, the module development stages in the hospital management information system vary according to three aspects; human resource allocation, time allocation and financial allocation. The limited time allocation required the researcher and the team to decide to use a simple, effective and efficient model. The Sprint development model is the right model to use in a short time. Supported by an adequate information technology infrastructure for the Dr. Ramelan Navy Hospital. The stages of the Sprint model are as follows:

#### 1. Map stage

Identify the long - term goals of the knowledge documentation module development .

Its aims are as follows:

- a. As a means that supports knowledge sharing between personnel to increase knowledge accurately because it comes from the same module source
- b. Improve personnel performance because it is faster to acquire knowledge, and facilitate the dissemination of knowledge to all personnel.
- c. As a means to facilitate the needs of personnel in obtaining knowledge from various sources whose credibility is recognized nationally and internationally.

To achieve this goal, especially at point c, the researcher conducted a questioner survey on the identification of the development of knowledge documentation modules on the RS MIS. The module which was originally intended for training materials has developed into a module containing the latest regulations, references and journals. Regulations contain SOPs, Guidelines, References include information/users processes and procedures that apply in military hospitals as well as through discussions with the Nursing Committee and other Health Committees, resulted in tens names of PICs / persons in charge of filling out this module. The PIC consists of 3 nursing sub-committees and 7 professions from other health committees. The objectives of the establishment of this PIC are:

- a. Monitoring the charging of the E-Knowledge module to run continuously
- b. There are personnel who are responsible for documenting knowledge according to their respective professional fields.
- c. Prevent misuse of important documents/accreditation standard documents by certain parties.

#### 2. Sketch Stage

At this stage, the researcher makes an initial sketch of the module design based on literature studies and previous journals/research that have used the knowledge management system in hospitals. This chapter contains the design and design of the knowledge documentation module required by personnel in the form of a flowchart of knowledge documentation flowcharts carried out by the PICs and then personnel can access the knowledge content by logging into the hospital management information system. The login mechanism has three access rights granted to the user, as a user, PIC and a team of experts. Access rights / use cases are determined based on needs. The role of the PIC in this module is very important because all access is given to be responsible for managing the E-Knowledge module. Users are given limited access to regulatory documents and can only view documents without being able to download regulatory documents. This is a form of anticipation to prevent duplication of regulations from outside parties and unwanted problems. The other three documents, namely references, training/seminar materials and journals can be viewed and downloaded for proper use. The expert team has access to manage configurations and manage users as well as overcome obstacles in the implementation of the E-Knowledge module.

### 3. Decide Stage

At this stage, the design of the knowledge documentation module was decided upon which was agreed upon by all relevant parties. Then the results of the decision are presented to the PIC as the spearhead of the successful development of this knowledge documentation module. The objectives and targets for the development of the module were conveyed to the PICs at the inaugural meeting which was held on November 17, 2020. This module was well received by the PICs because this module in addition to facilitating as a forum for knowledge documentation as well as a method in various standards/elements of SNARS accreditation edition 1.1

### 4. Prototype Stage

At this stage, collaboration is carried out with the Information Technology (IT) team in making prototypes. The expert team played a major role in the success at this stage. The expert team for developing this module is a vendor / 3rd party who has collaborated on the development of Dr. Ramelan Navy Hospital. The allocation of time needed by the IT team in designing the prototype module is 10 days. It is planned to be completed and can be tested before December 4, 2020.

### 5. Test Stage

Prototype testing is carried out at this stage. Before the trial day was carried out, the PIC was informed to prepare knowledge content to be included in the module when the pilot was carried out on December 2, 2020. This stage went smoothly and some content was successfully included in the module. After testing the prototype on several users, inputs were obtained for the improvement of the features to be developed. The inputs are as follows:

- a. For confidential accreditation documents, access rights are given only to the PIC according to their professional field and the PIC is responsible for its distribution
- b. To upload documents in the form of articles/journals, the publication period is limited to a maximum of 5 years.
- c. Types of document formats that can be entered in PDF and image formats. format documents and videos cannot be entered
- d. Need further development content is included in folders and sub folders.

At the implementation stage it has been implemented and will be re-evaluated.

1

## Conclusion

Based on the results of research and discussion with the management of Dr. Ramelan Navy Hospital, the following conclusions:

1. The solution method using the Problem Solving Cycle (PSC) produces a knowledge management system design in the form of a knowledge documentation module called E-Knowledge.
2. The development of the E-Knowledge module in hospital management information system to support knowledge sharing between personnel to increase knowledge accurately because it comes from the same source and improve personnel performance because it is faster to acquire knowledge, and facilitate the dissemination of knowledge to all personnel.
3. Features in the E-Knowledge module. The forecast is in the form of regulations, training materials, references and journals according to personnel needs.
4. The results of the prototype test conducted by PIC indicate that further development is needed

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# E-KNOWLEDGE MODULE DEVELOPMENT IN THE MANAGEMENT INFORMATION SYSTEM WITH SPRINT METHOD IN Dr. RAMELAN NAVY HOSPITAL

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