THE IMPACT OF PATIENT SAFETY INITIATIVES AND MANAGEMENT INFORMATION SYSTEMS ON INPATIENT SERVICE QUALITY IN SUKABUMI CITY HOSPITALS

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ABSTRACT

This study aims to analyze the influence of patient safety targets and hospital management information systems on service quality at the Inpatient Installation of RSUD R. Syamsudin SH, Sukabumi City. Utilizing a quantitative verification approach, data was collected through a questionnaire. The population consisted of all 40,635 inpatients at RSUD R. Syamsudin in 2023, with a sample size of 100 patients selected via simple random sampling. Data analysis involved multiple linear regression and determination coefficient analysis. Among the 100 respondents, 56 were male, 39 were aged 31-40 years, and 52 held a bachelor's degree. The findings indicate: (1) Patient Safety Targets at the Inpatient Installation were rated as "Good"; (2) The Hospital Management Information System also received a "Good" rating; (3) Service Quality at the Inpatient Installation was similarly rated as "Good"; (4) Both Patient Safety Targets and the Hospital Management Information System had a positive and significant effect on Service Quality, with an influence of 92.9%, while 7.1% was attributed to other unmeasured variables. Patient Safety Targets and the Hospital Management Information System are vital for enhancing health service quality. Their synergistic and sustainable implementation can yield significant benefits for patients, healthcare workers, and the hospital as a whole.

Keyword: *Patient Safety Targets, Hospital Management Information System, Service Quality*.

1. INTRODUCTION

Hospitals serve as health service facilities staffed by trained professionals dedicated to addressing medical issues and promoting overall health. As complex institutions dealing with a wide range of diseases and patient conditions, patient safety management is a critical aspect that cannot be overlooked. Improving the quality of health services—both internally and externally—is mandated by Law Number 17 of 2023, Article 178. Hospitals must prioritize patient safety, as their quality and reputation are closely linked to it. This aligns with the Joint Commission International's 2017 accreditation standards, which require hospitals to meet specific patient safety service criteria. Therefore, it is essential for hospitals to ensure optimal service quality for their patients.

Patient safety is a crucial dimension of health service quality that must be prioritized, as it directly impacts patient life, as noted by the Institute of Medicine [1]. Effective management of patient safety is essential for hospitals to deliver high-quality services. The issue of patient safety has garnered significant attention from the government, particularly in Health Law Number 17 of 2023, which outlines the responsibilities of hospitals. According to this law, hospitals are required to provide safe, high-quality, equitable and effective health services while prioritizing

patient interests. They must also ensure that patients' rights to security and safety are upheld during their hospital stay.

The occurrence of patient safety incidents in hospitals can have severe consequences for the institution, staff, and patients as service recipients. Such incidents often lead to increased dissatisfaction and heightened demands from patients and their families. Consequently, patient safety is critical in the healthcare sector, particularly within hospital services [2]. In 2020, the Institute of Medicine (IOM) reported that the United States experienced 98,000 deaths due to preventable medical errors. Additionally, research from Joint Commission International (JCI) – accredited hospitals identified 52 incidents across 11 hospitals in five countries. The highest incidence rate was observed in Hong Kong, accounting for 31% of cases, followed by Australia at 25%, India at 23%, the United States at 12%, and Canada at 10% [3]. In 2019, Indonesia reported 7,465 patient safety incidents, which included 171 deaths, 80 serious injuries, 372 moderate injuries, 1,183 minor injuries, and 5,659 incidents with no injuries. Among the 2,877 accredited hospitals in the country, only 12% reported these patient safety incidents, totaling 7,465 cases. This breakdown revealed that 38% were near-miss events, 31% were non-injury events (KTC), and 31% were unexpected events [3].

Observations and interviews with the Head of the Inpatient Installation and the Quality Committee team revealed 12 patient safety incidents. Notable issues included repeated Patient Care Incidents (PCIs) within the same unit, such as patient falls in the Anyelir room and errors in inputting patient names for radiology examinations. Additionally, two patients were found without identity bracelets in the inpatient room, and some bed guards were not installed, posing a fall risk, particularly for elderly patients. Furthermore, the reported results of the IKP (Incident Reporting) showed a decline of 16 cases from 2022. This decrease may be attributed to nurses' reluctance to report incidents, fearing that reporting a case—especially if it involves another unit—could negatively impact the personnel who reported it. As a result, many prefer to report issues directly to their supervisors for immediate follow-up, bypassing the Quality Committee. Current systems, such as HMIS, do not provide reminders regarding patient safety procedures or integrate incident reports when they occur. According to the Quality Committee Report from RSUD R. Syamsudin, SH Sukabumi City in 2023, the hospital's priority quality indicators were as follows: Compliance with surgical site marking was 90.66% (with a standard of 100%), compliance with hand hygiene among doctors was 83.65% (standard 85%), and the digitization of hospital services reached only 57.14% (with a target of 100%).

The high incidence of patient safety incidents underscores the critical importance of prioritizing patient safety in healthcare services. Various factors contribute to these incidents. According to the World Health Organization (WHO) [4], four key factors are involved: organizational factors, teamwork factors, individual factors, and environmental factors. Among these, organizational and teamwork factors are particularly significant in contributing to patient safety issues. Organizational factors include safety culture, leadership, and communication. These elements are vital for creating an environment that promotes patient safety. When safety is compromised, it can lead to decreased patient satisfaction, negatively impacting the overall quality of health services. Conversely, services that ensure safety and security can enhance patient satisfaction, thereby fostering a positive image of healthcare facilities.

In response to the challenges regarding the quality of hospital services in Indonesia, the government issued the Decree of the Minister for Administrative Reform Number 14 of 2017. This decree provides guidelines for conducting Community Satisfaction Surveys for public service units, aimed at evaluating public service performance and assessing community satisfaction with the services provided. The results of the Community Satisfaction Survey (CSI) conducted by RSUD R. Syamsudin, SH, Sukabumi City for the years 2021, 2022, and 2023 are illustrated in Figure 1.

As shown in Figure 1, the Community Satisfaction Index (CSI) at RSUD R. Syamsudin, SH, Sukabumi City has shown a decline each year from 2021 to 2023. This indicates a decrease in public satisfaction with the quality of services provided by the hospital over this period.

The declining trend in community satisfaction suggests that the perceived quality of service is diminishing. Consequently, RSUD R. Syamsudin, SH, Sukabumi City must focus on improving service quality to restore public trust in the future. Meanwhile, Figure 2 illustrates the number of patient visits to inpatient installations over the past five years, from 2019 to 2023.

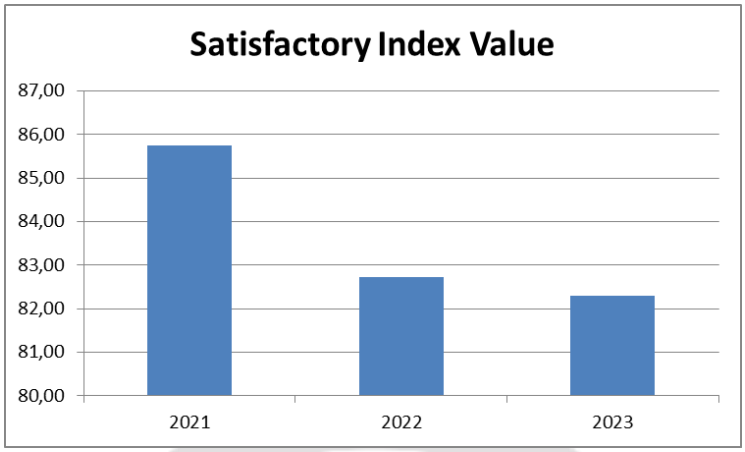

Fig -1: Community Satisfaction Index Value

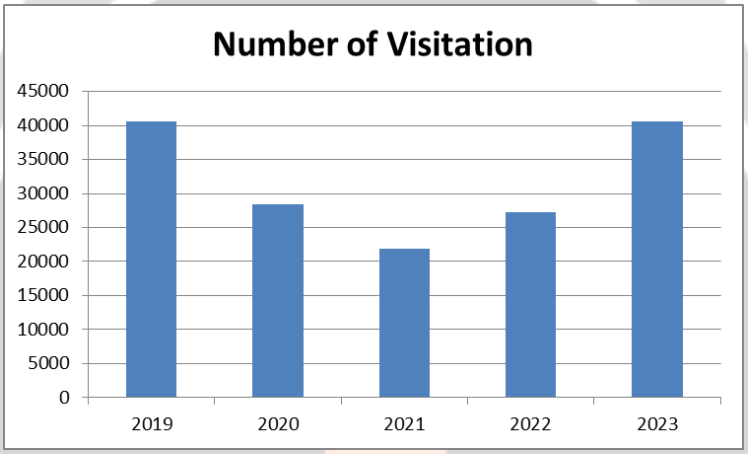

Fig -2: Number of Inpatient Visits

Figure 2 shows that the number of inpatient visits decreased from 2019 to 2021, but then increased from 2021 to 2023.

From Figure 1 and 2, it appears that there is a gap between public satisfaction with the quality of services provided by the hospital and the number of inpatient visits during that period. To achieve optimal service, it is essential to focus on patient safety targets and hospital management information systems. A strong safety culture is a key factor in successful safety initiatives and is vital for delivering quality and safe services. This culture must uphold fundamental values, including discipline, adherence to standards, procedures, and protocols, teamwork, honesty, openness, and mutual respect. Efforts to enhance patient safety aim to prevent errors in patient care and ensure accountability in treatment practices.

Several research studies indicate that patient safety targets significantly influence service quality, including those conducted by [2], [5], [6]. In addition to patient safety factors, the hospital management information system (HMIS) plays a crucial role in enhancing the quality of hospital services. Information technology is essential in today's healthcare landscape, with effective information processing being a key factor for the success of healthcare institutions. A robust information system can support clinical workflows in various ways, ultimately contributing to improved patient care [7].

One of the challenges in hospital health services is the uncertainty surrounding the patient care process, particularly due to the complexity of hospital operations. This complexity affects the relationship between services and hospital capacity, leading to difficulties in effectively allocating information about patients' conditions across all service processes, especially when the system is not integrated. To address these challenges, hospitals need to implement a Hospital Management Information System (HMIS). HMIS serves as a subsystem that manages all information

related to users based on their specific roles. It plays a crucial role in supporting all information technology processes within hospitals.

HMIS is an integrated information system that manages all hospital processes, including patient diagnosis and treatment services, medical records, pharmacy and drug storage, billing, human resources, employee payroll, and accounting. The implementation of HMIS can effectively address barriers to health services. In hospitals, HMIS is essential as a management strategy to enhance service quality. Furthermore, the use of HMIS is mandated by Health Law No. 17 of 2023, which stipulates that effective and efficient health efforts require organized health information facilitated by information systems across various sectors. Every health facility operator is required to provide the necessary infrastructure for health information systems, including institutional equipment, technology, and human resources. Implementing a Hospital Management Information System (HMIS) in hospitals offers numerous advantages in the management process. The benefits of using hospital information systems are crucial for the healthcare industry, as they support a wide range of specific and complex healthcare tasks and services. Given these advantages, it is essential to analyze the use of HMIS to enhance the quality of health services in Indonesia.

Numerous studies have demonstrated that the Hospital Management Information System (HMIS) plays a significant role in enhancing service quality within healthcare settings. Notable research, including that conducted by [8], [9], [10], [11], has consistently highlighted the positive impact of HMIS on various aspects of service delivery, such as patient management, data accuracy, and operational efficiency. These studies suggest that an effective HMIS can lead to improved patient outcomes and increased satisfaction among both patients and healthcare providers. However, despite these positive findings, there remains a notable research gap, particularly when juxtaposed with the findings of [12] that found no substantial evidence that HMIS positively and significantly affects the quality of health services during the pandemic in private hospitals in Bali. This discrepancy raises important questions about the contextual factors influencing HMIS effectiveness, especially during crisis situations like the COVID-19 pandemic.

The differences in findings could be attributed to various factors, including the specific challenges faced by healthcare facilities during the pandemic, such as resource limitations, heightened patient loads, and the rapid implementation of HMIS without adequate training or support. These factors may have undermined the potential benefits of HMIS, highlighting the need for further investigation into how these systems can be optimized to improve service quality, particularly in times of crisis. Addressing this research gap is essential for understanding the full impact of HMIS on healthcare delivery. Future studies should explore not only the general benefits of HMIS but also the contextual challenges that can affect its effectiveness, especially in varying circumstances like pandemics or other healthcare emergencies.

2. LITERATURE REVIEW

Patient safety refers to the proactive measures taken to prevent and address unexpected problems that may arise within healthcare settings, particularly in hospitals. Ensuring patient safety is the foremost goal of healthcare systems and must be achieved and maintained consistently to safeguard patients' well-being. The International Patient Safety Goals (IPSG), established by the Joint Commission International in 2017, serve as essential guidelines on a global scale aimed at delivering safe and high-quality patient care. These goals provide a framework for healthcare organizations to enhance patient safety standards and practices. Key elements of the IPSG include correct patient identification, which involves implementing robust methods to accurately identify patients before any procedure or treatment to prevent errors. Effective communication among healthcare professionals, as well as between providers and patients, is crucial for ensuring that everyone involved is informed and that care is coordinated effectively.

Another important aspect is improving the safety of high-alert medications, which requires special attention to medications that carry a higher risk of causing significant harm if used incorrectly. Protocols should be established to ensure their safe prescribing, dispensing, and administration. Additionally, ensuring accuracy in the location, procedure, and surgical interventions is critical. Thorough checks and balances must be in place to confirm that procedures are performed on the correct patient and site. Reducing the risk of infection associated with health services is also vital. Implementing effective infection control measures can minimize healthcare-associated infections, which pose serious risks to patient safety. Furthermore, strategies should be established to reduce the risk of patient harm due to falls, identifying patients at risk and implementing preventive measures to enhance overall safety within the hospital environment. By adhering to these elements of the IPSG, healthcare organizations can foster a culture of safety that prioritizes patient well-being and enhances the quality of care provided.

While patients may suffer injuries even when receiving excellent care—such as complications from surgery or side effects from medications—it is crucial to distinguish between adverse events and unexpected, undesirable outcomes

that carry a high potential for such outcomes. Adverse events specifically refer to injuries caused by medical management rather than the patient's underlying condition, making this distinction very important. For example, if a patient experiences gastrointestinal bleeding despite receiving appropriate treatment, this should not automatically be classified as a supratherapeutic medical error. If the doctor prescribed a new medication without checking for potential drug interactions, that situation constitutes a medical error. Thus, understanding the difference between adverse events and medical errors is essential for improving patient safety and care quality.

According to [13], patient safety targets are essential requirements for all hospitals accredited by the Hospital Accreditation Commission. The formulation of these targets is based on the nine life-saving patient safety solutions established by the World Health Organization (WHO) in 2007. These solutions are also utilized by the PERSI Hospital Patient Safety Committee (KKPRS PERSI) and the Joint Commission International (JCI).

According to [14], a management information system (MIS) is defined as a computer-based system that provides information to users with similar needs. They argue that the information produced by an MIS encompasses details about the past, present, and future. [15] describes an MIS as a human or machine system that delivers information to support the operations, management, and decision-making functions of an organization. [16] defines it as a comprehensive and coordinated set of information subsystems that are rationally integrated to convert data into information tailored to the manager's style and characteristics, based on predetermined quality criteria. [17] emphasizes that an MIS comprises interconnected components used to collect, retrieve, process, store, and distribute information, all aimed at supporting decision-making and control within the organization. [18] further elaborates that an MIS is an orderly combination of people, hardware, software, communication networks, and data resources that collects, modifies, and disseminates information throughout an organization. According to [19], management information systems are collections of information systems that vary depending on the size of the organization.

A Management Information System (MIS) is defined as an integrated human or machine system designed to present information that supports management operations and decision-making within an organization. This system utilizes computer hardware, software, procedural guidelines, and management and decision models, functioning on a data-driven basis. The MIS encompasses various aspects, including planning, control, and administration. In practice, it is employed to collect a wide range of internal and external data, process this information, and disseminate it effectively. This process assists management in making informed decisions, ultimately enhancing the overall efficiency and effectiveness of the organization.

Management Information Systems (MIS) encompass a wide range of tasks, including decision analysis and serving as a tool for decision-making. To access the information system effectively, users organize the resources of the MIS. For example, the database management system serves as a medium for data storage, while various models act as tools to help interpret the data stored in the database. The output generated by the MIS takes the form of information that can be used to inform decision-making processes [20]. This structured approach allows organizations to utilize data effectively, enhancing their ability to make well-informed decisions.

Management Information Systems (MIS) play a crucial role in optimizing the operational activities of a business. They facilitate decision-making for both employees and managers, enhancing the organization's capacity to become a leading and competitive player in the market. Additionally, MIS supports all employees in making informed and important decisions, ultimately contributing to the overall effectiveness and success of the organization.

The Hospital Management Information System (HMIS) is a computerized system designed to process data rapidly and accurately, generating a comprehensive collection of interrelated information for all levels of management within the hospital. HMIS serves various functions, including quality control of services, assessment of productivity, simplification of services, benefit analysis, needs estimation, clinical research, education, and planning and evaluation of programs [21]. The Hospital Management Information System (HMIS) also functions as a support system for operational medical services, encompassing front-office installations that directly serve hospital customers (patients). This includes areas such as administration, medical records, and pharmacy services. Additionally, HMIS is utilized in the back office to support the hospital's structural administrative activities. Hospitals are required to enhance medical services, minimize medical errors, and provide timely access to information while also monitoring service activities and controlling operational costs [22].

The Hospital Management Information System (HMIS) offers numerous functions and benefits for hospitals in Indonesia, significantly enhancing the efficiency and effectiveness of hospital management. Through HMIS, hospitals can manage patient data and administrative tasks in an integrated manner, facilitating decision-making and improving operational efficiency. One of the key advantages of HMIS is its ability to enhance the quality of health services. By allowing hospitals to effectively track patient medical data—such as medical history, drug prescriptions, and laboratory test results—HMIS contributes to the delivery of higher-quality care. Additionally, HMIS improves monitoring and cost control. It enables hospitals to manage inventory for medications and medical equipment more effectively while also monitoring resource utilization. This leads to better cost management

throughout the organization. The system also simplifies health insurance management. HMIS streamlines the process of handling patient health insurance claims, including calculating medical costs, determining covered benefits, and facilitating electronic claims submissions. Moreover, HMIS enhances coordination among health services. It aids in the collaboration between hospitals and other stakeholders in the national health system, including nurses, specialists, and other healthcare providers. Finally, HMIS supports strategic decision-making by providing accurate and detailed data regarding hospital operations and performance. This wealth of information makes it easier for hospital administrators to engage in strategic planning and make informed decisions for the future. Given these numerous benefits and functions, the implementation of HMIS is expected to significantly improve the quality and effectiveness of health services in Indonesia. [23] identified several dimensions of the Hospital Management Information System (HMIS), which include System Use, Organizational Structure, Organizational Environment, System Quality, Information Quality, Service Quality, and Net Benefits.

Service quality is fundamentally defined as the gap between consumer expectations and the actual service received. In contrast, perceived quality refers to the consumer's overall evaluation of a product's superiority. Perceived service quality, specifically, encompasses a broader assessment of the service's excellence in relation to these expectations [24]. This distinction highlights the nuanced ways in which consumers evaluate both products and services. According to [25], service quality refers to the degree to which a service meets or exceeds customer expectations. Similarly, [26] emphasizes that service quality is fundamentally focused on fulfilling customer needs and desires, as well as ensuring accurate service delivery in alignment with customer expectations.

Health service quality typically refers to a hospital's ability to provide care that adheres to professional health standards and is well-received by patients. According to [27], The quality of health services is the degree of perfection in delivering care that creates patient satisfaction; the higher the satisfaction, the better the service quality. To maintain the quality of health services, the contributions of various professionals, including nurses, doctors, nutritionists, pharmacists, and other health workers, are indispensable. These professionals play a crucial role in ensuring service quality. Additionally, standards for evaluation and quality control emphasize the need for continuous involvement of healthcare personnel in quality control programs within hospitals.

[28], propose five key dimensions of service quality: tangibles, which refer to the physical aspects of the service such as facilities, equipment, and personnel appearance; reliability, which is the ability to deliver promised services dependably and accurately; responsiveness, which represents the willingness and readiness of staff to provide prompt service and assist customers; assurance, which encompasses the competence, courtesy, credibility, and security provided by the service provider to build trust and confidence among customers; and empathy, which reflects the level of care and individualized attention the service provider offers to each customer.

Patient safety is a crucial component in enhancing the quality of healthcare services, particularly in hospitals, as it reflects the competencies of healthcare professionals, the availability of service facilities and infrastructure, and the effectiveness of management and administrative systems within the patient care cycle [29]. To ensure patient safety, healthcare organizations must establish a hospital management information system (HMIS) that promotes a safer care process not only for patients but also for healthcare workers, the surrounding community (such as family and visitors), and hospital management. The primary goal of the patient safety system is to reduce risks, prevent harm caused by the care process, and avoid the recurrence of patient safety incidents by fostering a culture of patient safety.

Based on theoretical frameworks and previous research findings, both patient safety targets and the hospital management information system (HMIS) individually influence service quality. Furthermore, as indicated by the theoretical discussion above, when considered together, patient safety targets and the HMIS simultaneously have a combined effect on improving service quality. Improving the quality of health services involves a series of efforts by healthcare facilities to deliver care that adheres to established standards while prioritizing patient safety. To achieve this, every healthcare facility is required to enhance the quality of its services both internally and externally in a continuous and sustainable manner. This ongoing improvement is essential to meet evolving patient needs and maintain high standards of care.

The primary aim of improving the quality of health services is to ensure patients' rights to receive high-quality care and to enhance patient satisfaction. Additionally, it seeks to encourage healthcare facilities to cultivate a culture of quality through strong organizational and clinical governance. Another key goal is to enhance the protection of human resources in hospitals. According to a study, the more effectively patient safety is implemented, the better the overall quality of a hospital. When patients experience incidents that compromise their safety, they are likely to seek care at other hospitals, highlighting how patient dissatisfaction significantly impacts service quality. On the other hand, when hospitals provide safe care, patient trust and loyalty increase. There is a consistent positive correlation between patient safety and hospital quality [30]. Hospital Management Information Systems (HMIS) play a crucial role in enhancing the quality of health services. They facilitate greater efficiency and effectiveness in hospital

management processes, accelerate informed decision-making, and improve the monitoring of performance across various units within the hospital. Additionally, HMIS ensures that hospitals comply with government regulations and policies related to health care. According to [31], HMIS enables hospitals to effectively manage patient data, including medical records, appointment schedules, and treatment histories. This information can be easily shared among hospital units, allowing doctors and nurses to access the necessary patient data to deliver high-quality care. Ultimately, the effective use of HMIS can enhance a hospital's reputation and significantly increase patient satisfaction.

[31] further noted that Hospital Management Information Systems (HMIS) can assist hospitals in reducing costs. By enabling electronic document storage, HMIS eliminates the need for printing, which in turn conserves paper and printer toner. Ultimately, HMIS provides significant benefits to society by enhancing the quality of health services and facilitating patient access to medical care. Several studies, including those conducted by [31], [32] have demonstrated that HMIS can effectively improve the quality of health services.

3. RESEARCH METHOD

This research employs a quantitative approach with a case study design to systematically investigate the influence of Hospital Management Information Systems (HMIS) on service quality in a specific healthcare setting. The population for this study consists of all inpatients at R. Syamsudin, SH District Hospital in Sukabumi City, which reported a total of 40,635 patients in the year 2023. To obtain a representative sample, a simple random sampling technique was utilized. The criteria for inclusion in the sample included patients who had a minimum treatment duration of three days, were over 18 years old, and actively utilized the Hospital Management Information System (HMIS) during their stay. This approach ensures that the participants have sufficient experience with the system, which is critical for assessing its impact on service quality. Data collection for this research involved both primary and secondary sources. Primary data were collected using a combination of observation, interviews, documentation, and the distribution of questionnaires. Observations were conducted to gather insights into the operational aspects of HMIS usage and its impact on patient care. Interviews with healthcare professionals and patients provided qualitative data that complemented the quantitative findings, offering a deeper understanding of their experiences and perceptions regarding HMIS. Questionnaires were designed to quantitatively assess various aspects of service quality and patient satisfaction, ensuring that the data collected were both reliable and valid. Secondary data were obtained through a comprehensive literature review of existing documents relevant to this research topic. This literature study included previous research findings, government reports, and academic articles, which helped to contextualize the current study within the broader field of healthcare management and information systems. To analyze the primary data, multiple linear regression will be employed. This statistical technique allows for the examination of the relationship between multiple independent variables (such as patient demographics, HMIS usage, and service quality indicators) and the dependent variable (overall service quality). By utilizing this method, the research aims to identify significant predictors of service quality, thereby providing valuable insights into how HMIS can enhance patient care. The outcome of this research is expected to contribute to the existing body of knowledge on healthcare management, offering practical implications for hospital administrators and policymakers. Ultimately, the findings may inform strategies to optimize the use of HMIS in improving service quality, ensuring that healthcare facilities can better meet the needs and expectations of patients.

4. RESULTS AND DISCUSSION

The respondents in this study comprised 100 patients who were hospitalized at R Syamsudin SH Regional Hospital in Sukabumi City. The demographic data collected revealed interesting insights into the characteristics of the respondents, particularly concerning gender and age distribution. Regarding gender, the analysis indicated that 44 respondents were female, while 56 were male. This distribution reflects a higher proportion of male patients among the hospitalized population at this facility. According to data from the Central Statistics Agency (2021), approximately 27.23% of Indonesia's population reported experiencing health complaints in the month leading up to the survey. Notably, women tend to report a higher incidence of health complaints compared to men. However, the inclusion criteria for this study were designed to capture respondents who had significant health issues, which may account for the larger representation of males among the hospitalized patients in this sample. This highlights an important aspect of health care: while both genders face health challenges, the nature and reporting of these challenges can differ.

Furthermore, the study emphasized the importance of maintaining health through regular health check-ups for both men and women, which is crucial for early detection and management of health conditions. In terms of age distribution, the results demonstrated that the majority of respondents were aged 31 to 40 years, accounting for 39

individuals (39%) of the total sample. The second largest group consisted of respondents aged 41 to 50 years, comprising 36 individuals (36%). Additionally, 16 respondents (16%) were aged 18 to 30 years, while the remaining 9 respondents (9%) were aged 50 years and over. This age distribution indicates that middle-aged individuals (31 to 50 years) represent a significant portion of the hospitalized patients at R Syamsudin SH Regional Hospital. The findings suggest that targeted health interventions and educational campaigns may be particularly beneficial for this demographic, emphasizing the need for proactive health management and awareness initiatives tailored to their specific health risks and needs. Overall, the demographic profile of respondents provides a foundational understanding of the patient population at the hospital, which can be instrumental in shaping future healthcare policies and practices.

The data reveals that a significant portion of the respondents—specifically those aged 31 to 50 years—comprises working-age adults who are at a heightened risk for health issues related to their occupations. This demographic underscores the necessity for implementing effective health screening measures tailored to their needs. One potential strategy is the automation of tasks and reminders for health checks through mobile applications. These applications can facilitate timely health screenings while considering the flexibility required in service delivery. They should also provide easy access to relevant health information and resources that promote a healthy lifestyle, ultimately helping to mitigate health risks associated with their work environment.

In addition to age, the analysis of educational levels among the respondents further highlights important trends. The largest group of respondents possessed a bachelor's degree, accounting for 52 individuals (52%) of the sample. This was followed by 21 respondents (21%) with a high school education and 16 respondents (16%) holding a master's degree. Finally, 11 respondents (11%) fell into other educational categories. The predominance of respondents with bachelor's degrees suggests that a well-educated patient population may possess a better understanding of patient safety targets. This educational background can enhance their ability to identify and address potential patient safety risks effectively. Individuals with higher education levels are typically more skilled in utilizing Hospital Management Information Systems (HMIS) applications, enabling them to navigate technological changes with greater ease.

Moreover, this correlation between education level and health literacy emphasizes the importance of integrating educational initiatives within health service frameworks. By fostering a more informed patient base, healthcare providers can enhance collaboration in promoting patient safety and improving overall health outcomes. In summary, the findings suggest that targeted health interventions, such as automated health screenings and educational resources, are essential for addressing the unique needs of working-age adults, particularly those with higher educational attainment. These measures can significantly contribute to a culture of safety and proactive health management in the hospital setting.

As shown in Table 1, the average score per item for respondents' responses to the nine statements regarding the Patient Safety Target variable (X1) indicates that the overall evaluation falls within the "good" criteria. This suggests that the respondents perceive the patient safety measures implemented at R Syamsudin SH Regional Hospital positively. This assessment is significant as it reflects the effectiveness of the hospital's patient safety initiatives and indicates that the measures in place are generally meeting the expectations of the patients. Such a positive perception can contribute to enhanced patient satisfaction and trust in the healthcare services provided.

Table -1: Respondents' Responses Regarding Patient Safety Goals (X1)

No.	Dimension	Average Score	Criteria
1	Correctly identify the patient	3.56	Good
2	Increase effective communication	3.74	Good
3	Improving the safety of monitored medicines	4.02	Good
4	Ensure safe operation	4.18	Good
5	Reduces the risk of healthcare-associated infections	4.06	Good
6	Reduces the risk of patient injury due to falls	4.14	Good
Total Average Scorings		3.95	Good

Furthermore, maintaining a good score on patient safety targets is essential for promoting a culture of safety within the hospital. It highlights the importance of continuous improvement and monitoring of patient safety practices to ensure that they align with both regulatory standards and patient expectations. Regular assessments of patient safety

measures, as demonstrated through this analysis, can help identify areas for improvement and inform future strategies aimed at enhancing the overall quality of care. Ultimately, this focus on patient safety not only benefits the patients but also contributes to the hospital's reputation and operational success.

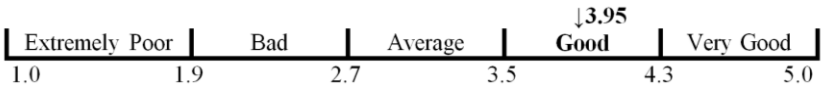

Fig -1: Patient Safety Goal Continuum

The calculations presented in the accompanying figure indicate that the average score per item for the Patient Safety Target (SKP) is 3.95, which falls within the internal range of 3.5 to 4.3, categorizing it as "Good." This outcome signifies that respondents have a favorable perception of the Patient Safety Targets at the Inpatient Installation of RSUD R. Syamsudin, SH in Sukabumi City. The positive assessment reflects the effectiveness of the initiatives undertaken to achieve patient safety targets within the Inpatient Installation. It indicates that the procedures, policies, and training related to patient safety have been successfully implemented in accordance with established standards. Such adherence is crucial in mitigating the risk of adverse events, including medical errors, nosocomial infections, and injuries from falls. As a result, patients experience a heightened sense of safety and comfort during their stay, which ultimately enhances overall patient satisfaction and improves the quality of hospital services.

The efficacy of these patient safety measures is further corroborated by the successful plenary accreditation assessment that RSUD R. Syamsudin, SH underwent in 2023. This achievement underscores the hospital's commitment to maintaining high standards of care and emphasizes the importance of continual monitoring and improvement in patient safety practices. In summary, the findings suggest that the hospital's focus on patient safety not only benefits patients directly by providing a safer environment but also contributes positively to the hospital's reputation and operational effectiveness. Continued dedication to enhancing patient safety will be vital in sustaining and further improving the quality of health services provided by the hospital.

Table -2: Respondents' Responses About Hospital Management Information Systems (X2)

No.	Dimension	Average Score	Criteria
1	System Utilization	3.77	Good
2	Organization Structure	4.12	Good
3	System Quality	4.24	Good
4	Information Quality	4.24	Good
5	Service Quality	4.25	Good
6	Net Benefits	4.27	Good
Total Average Scorings		4.14	Good

From Table 2, the average score per item for respondents' responses to the 38 statements regarding the Hospital Management Information System (HMIS) variable (X2) falls within the "Good" criteria. This indicates that the hospital management information system in the Inpatient Installation of RSUD R. Syamsudin, SH, Sukabumi City is perceived positively by the respondents. This favorable assessment reflects the effective implementation and utilization of the HMIS within the hospital. A good HMIS is essential for enhancing the efficiency and effectiveness of hospital operations, including patient data management, scheduling, and communication among healthcare professionals.

The positive feedback from respondents suggests that the HMIS is functioning well in supporting various administrative and clinical processes, ultimately contributing to improved patient care and safety. Additionally, it indicates that hospital staff are likely well-trained in using the system, which further enhances its effectiveness. Such a perception of the HMIS can lead to several beneficial outcomes, including better decision-making, streamlined workflows, and increased overall patient satisfaction. It is crucial for hospitals to continuously monitor and improve their information systems to adapt to changing healthcare needs and technologies. In summary, the positive evaluation of the Hospital Management Information System at RSUD R. Syamsudin, SH reinforces the importance of robust information systems in providing high-quality healthcare services and achieving operational excellence. Continued investment in and enhancement of the HMIS will be vital for maintaining this positive trajectory and further improving patient outcomes.

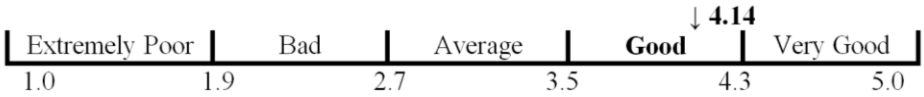

Fig -2: Hospital Management Information System Continuum

From Figure 2, it is evident that the average score per item is 4.14, which falls within the internal range of 3.5 to 4.3, categorizing it as "Good." This positive perception indicates that respondents view the Hospital Management Information System (HMIS) in the Inpatient Installation of RSUD R. Syamsudin, SH in Sukabumi City favorably. The good assessment of the HMIS suggests a significant enhancement in efficiency and productivity within the hospital. Many administrative tasks that were previously performed manually can now be automated, resulting in considerable reductions in both time and effort. Health workers have the ability to access patient data in real-time, allowing for quicker and more precise clinical decision-making while simultaneously minimizing the risk of errors associated with medical data recording. Furthermore, improved communication between departments has been observed, facilitating smoother workflows and collaboration among healthcare professionals.

The increase in efficiency and accuracy in service delivery is likely to lead to higher patient satisfaction, as patients benefit from timely and accurate information regarding their care. Notably, features such as drug alerts, allergy notifications, and dosage calculations integrated within the HMIS play a crucial role in preventing medical errors, thereby enhancing patient safety. Despite these accomplishments, it is essential for the hospital to continue seeking ways to maximize the benefits of the HMIS. Exploring the adoption of advanced technologies, such as artificial intelligence (AI) and big data analytics could further enhance the capabilities of the system. These technologies have the potential to improve predictive analytics, streamline operations, and personalize patient care, ultimately leading to better health outcomes and increased efficiency in healthcare delivery. In summary, the positive evaluation of the HMIS underscores its importance in improving hospital operations and patient satisfaction. Continuous investment in technological advancements will be vital for RSUD R. Syamsudin, SH to maintain its progress and enhance the quality of care provided to patients.

According to Pane et al. (2023), the implementation of a Hospital Management Information System (HMIS) is pivotal in enhancing the quality of health services, as it streamlines the management activities within healthcare institutions. By effectively implementing HMIS, hospitals can significantly improve service quality, minimize medical errors, and create a more positive patient experience. A well-designed HMIS facilitates various operational processes, including patient registration, appointment scheduling, medical record management, and billing. This efficiency reduces the likelihood of errors and delays, which can compromise patient safety and satisfaction. Moreover, with access to real-time data, healthcare professionals can make informed decisions quickly, ensuring that patients receive timely and appropriate care.

To maximize these benefits, it is essential for HMIS to incorporate comprehensive and user-friendly features. This includes intuitive interfaces, customizable workflows, and integration with other healthcare technologies. Such advancements will not only enhance the usability of the system for healthcare staff but also improve the overall patient experience by making interactions with the healthcare system smoother and more efficient. In summary, the development and effective implementation of an HMIS are crucial for elevating the quality of health services. By focusing on usability and feature completeness, hospitals can foster an environment that promotes safety, efficiency, and patient satisfaction, ultimately leading to better health outcomes.

Table -3: Respondents' Responses Regarding Service Quality (Y)

No.	Dimension	Average Score	Criteria
1	Reliability	3.65	Good
2	Responsiveness	4.12	Good
3	Assurance	4.24	Good
4	Empathy	4.13	Good
5	Tangibles	4.17	Good
Total Average Scorings		4.06	Good

From Table 3, the average score for respondents' responses across 17 statements regarding the Service Quality variable (X2) indicates that the quality of service in the Inpatient Installation of RSUD R. Syamsudin, SH in Sukabumi City is categorized as "Good." This assessment suggests that patients perceive the services provided by the hospital positively. The positive evaluation of service quality reflects the hospital's commitment to meeting patient needs and expectations, as well as its adherence to established service standards. Factors contributing to this

favorable perception may include the professionalism and responsiveness of healthcare staff, the availability of resources and facilities, and effective communication throughout the patient care process. A strong service quality rating is crucial for fostering patient satisfaction, which in turn can enhance the hospital's reputation and lead to increased patient retention. Continued efforts to maintain and improve service quality will be essential for RSUD R. Syamsudin, SH to ensure that it meets the evolving needs of its patient population while also striving for excellence in healthcare delivery. Regular assessments and feedback mechanisms can further help identify areas for improvement and reinforce the hospital's dedication to high-quality service provision.

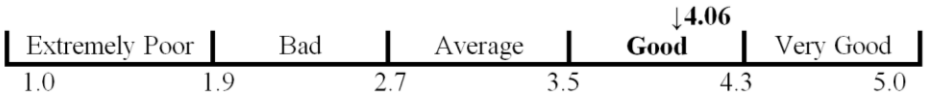

Fig -3: Hospital Service Quality Continuum

Based on Figure 3, the average score of 4.06 falls within the internal range of 3.5 to 4.3. The result is categorizing the quality of service at R. Syamsudin, SH Regional Hospital Inpatient Installation in Sukabumi City as "Good." This positive assessment indicates that respondents perceive the hospital's services favorably. The dimensions and indicators of service quality identified in this assessment include physical evidence (tangibles), which encompasses the attractiveness of physical facilities, the quality of equipment and materials used, cleanliness and tidiness of the building, comfort of rooms, and the appearance of employees. Additionally, the responsiveness dimension reflects the hospital's commitment to providing timely services, highlighting the willingness and readiness of staff to assist patients effectively.

Furthermore, the assurance dimension relates to the employees' behavior that fosters customer trust and creates a sense of security for patients. A strong performance in these dimensions is essential, as a deficiency in any one of them can adversely impact overall service quality. This aligns with Indrasari's (2019:62) assertion that service quality fundamentally revolves around meeting customer needs and desires, as well as delivering services accurately to align with patient expectations. By consistently focusing on these dimensions, the hospital can enhance patient satisfaction, reinforce its reputation, and ultimately improve the quality of care provided. Regular evaluations and feedback mechanisms are essential to ensure that the hospital continues to meet and exceed patient expectations. From Table 4, the analysis reveals that the t-count value is 20.601, whereas the t-table value is 1.985. When comparing these values, it is evident that the t-count significantly exceeds the t-table (20.601 > 1.985). Additionally, the significance value is less than the established significance level ($\alpha = 0.05$), as evidenced by the Sig value of 0.000 (0.000 < 0.05). Consequently, we reject the null hypothesis (Ho) and accept the alternative hypothesis (H1), leading to the conclusion that "Patient Safety Goals have a significant effect on Service Quality."

Table -4: The Results of t Test on the effect of X1 towards Y

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	-.882	2.087		-.422	.674
	Sasaran Kes. Pasien	1.725	.084	.881	20.601	.000

a. Dependent Variable: Mutu Pelayanan

The findings from this research are further illustrated by the results of a simple linear regression analysis conducted between the Patient Safety Target (X1) and Service Quality (Y), as depicted in Table 4.17. The regression analysis reveals a coefficient (b) value of 1.725 and a constant (a) value of -0.882. This allows us to express the relationship between the two variables through the regression equation:

$$\hat{Y} = -0.882 + 1.725X1$$

This equation indicates that for every one-unit increase in the Patient Safety Target score (X1), there is a corresponding increase in the Service Quality score (Y) of 1.725, assuming all other factors remain constant at -0.882.

In summary, the results of the hypothesis test reinforce the notion that Patient Safety Goals play a significant role in influencing Service Quality. The substantial t-count and the regression findings underscore the positive impact that well-implemented Patient Safety Goals can have on enhancing the overall quality of services within the hospital setting. This relationship suggests that prioritizing patient safety not only protects patients but also contributes significantly to improving the quality of care provided by health service institutions. Regular assessments of patient safety initiatives may further optimize service quality and overall patient satisfaction. The analysis conducted through simple linear regression and the t-test yields compelling evidence that "Patient Safety Targets have a positive and significant effect on Service Quality." The regression coefficient indicates that for each unit increase in Patient Safety Target scores, there is a corresponding increase of 1.725 units in Service Quality scores. Furthermore, the t-test results, with a t-count of 20.601 surpassing the critical t-table value of 1.985, alongside a p-value of 0.000 (which is less than the significance threshold of 0.05), strongly suggest that the relationship between Patient Safety Targets and Service Quality is not only positive but also statistically significant. These findings underscore the critical importance of prioritizing patient safety initiatives within healthcare settings as a strategic approach to enhance overall service quality. By fostering a culture of safety, healthcare institutions can improve patient outcomes and satisfaction, thereby reinforcing the integral role of patient safety in delivering high-quality care.

The research findings align with various empirical studies indicating that Patient Safety Goals significantly enhance Service Quality. Notable research by [2], [5] consistently demonstrates that the implementation of patient safety targets has a positive impact on the quality of health services. Interviews conducted with the Head of the Inpatient Installation revealed that adherence to patient safety targets fosters a sense of security and confidence among healthcare staff when delivering services. Simultaneously, patients experience increased safety and comfort during their hospital stay, a direct result of effective patient safety protocols. Field observations further corroborate these findings, indicating a marked increase in the utilization of patient safety checklists prior to surgical procedures. This practice reflects a strong commitment to preventing adverse incidents. Additionally, effective communication strategies among healthcare providers and patients have been implemented, enhancing patient understanding and engagement in their care. These collective efforts underscore the critical role of patient safety initiatives in improving service quality within healthcare settings.

Patient safety has emerged as a critical global health priority, as emphasized by the World Health Organization (2021). It serves as a fundamental indicator of the effectiveness of health service systems. The quality of healthcare services delivered within health facilities can be evaluated based on the systems they employ to ensure patient safety. A direct correlation exists: a lower incidence of preventable medical errors typically reflects higher quality services, thereby enhancing public trust in these healthcare institutions [5]. The evidence strongly supports the assertion that the partial implementation of patient safety targets significantly positively influences service quality. These targets play a crucial role in enhancing coordination and communication among healthcare professionals, fostering a robust safety culture, and ensuring compliance with established Standard Operating Procedures (SOPs). Collectively, these improvements contribute to a marked reduction in patient safety incidents, which in turn elevates the overall quality of service and boosts patient satisfaction. By prioritizing patient safety, healthcare facilities can not only improve their operational efficiency but also build stronger relationships with the communities they serve.

Sub Hypothesis 2 proposed is "Hospital Management Information Systems influence Service Quality". The hypothesis mentioned above can be determined by formulating a statistical hypothesis as follows:

Ho: $\beta 2 = 0$; Hospital Management Information Systems have no effect on Service Quality.

H1: $\beta 2 \neq 0$; Hospital Management Information Systems influence Service Quality.

Based on the results of hypothesis testing, the t test results can be shown in the following table:

Table -5: The Results of t Test on the effect of X2 towards Y

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	-.882	2.087		-.422	.674
	SIMRS	.050	.020	.105	2.457	.016

a. Dependent Variable: Mutu Pelayanan

Based on the findings, the hypothesis testing related to the influence of Hospital Management Information Systems (HMIS) on Service Quality can be summarized as follows:

Sub Hypothesis 2: "Hospital Management Information Systems influence Service Quality."

Statistical Formulation:
Null Hypothesis (Ho): $\beta_2 = 0$ (Hospital Management Information Systems have no effect on Service Quality).
Alternative Hypothesis (H1): $\beta_2 \neq 0$ (Hospital Management Information Systems influence Service Quality).
The results indicate that the t-count value is 2.457, while the t-table value is 1.985. Since t-count>t-tablet (2.457 > 1.985) and the significance (p-value) is 0.000, which is less than the significance level α\alphaα (0.05), we reject the null hypothesis (Ho) and accept the alternative hypothesis (H1).
These findings suggest that Hospital Management Information Systems have a significant effect on Service Quality. This conclusion is further supported by simple linear regression analysis, which reveals the relationship between HMIS and Service Quality can be expressed by the regression equation:

$$\hat{Y} = -0.882 + 0.050X2$$

The regression coefficient of 0.050 indicates that for every one-unit increase in the Hospital Management Information System score (X2), there is a corresponding increase of 0.050 in the Service Quality score (Y). The constant value of -0.882 represents the predicted Service Quality score when the HMIS score is zero. These results highlight the critical role of effective implementation and utilization of HMIS in enhancing Service Quality. The significant relationship underscores that improvements in HMIS can lead to better service delivery, thereby contributing to patient satisfaction and overall healthcare quality. This aligns with existing literature, emphasizing that HMIS can streamline operations, reduce errors, and enhance communication within healthcare settings, ultimately leading to improved patient care outcomes.
The analysis indicates that the simple linear regression coefficient and t-test results demonstrate that "Hospital Management Information Systems (HMIS) have a positive and significant effect on Service Quality." Insights gathered from interviews with the Head of the Inpatient Installation revealed that HMIS facilitates quick and accurate access to patient information for healthcare personnel, thereby enhancing efficiency and effectiveness in service delivery. Patients also express satisfaction with the ease of accessing their health information through HMIS, which fosters transparent communication with healthcare providers. Moreover, HMIS contributes to cost savings for hospitals by reducing operational expenses, such as paper costs. Additionally, it enhances coordination and communication among healthcare workers and departments, positively influencing their behavior and enabling them to manage patient information and services more efficiently and accurately. Overall, these findings highlight the vital role of HMIS in improving service quality in healthcare settings, emphasizing its benefits in streamlining processes, reducing errors, and ultimately enhancing patient care outcomes.
The findings presented above align with several previous studies that demonstrate a positive and significant effect of Hospital Management Information Systems (HMIS) on Service Quality. Notable research by [32], [33], [34], underscores the capacity of HMIS to enhance the quality of healthcare services. These studies collectively highlight how the implementation of HMIS can streamline processes, improve communication, and facilitate better data management, all of which contribute to higher service quality in healthcare settings. Thus, the evidence suggests that investing in effective HMIS not only benefits healthcare providers but also significantly enhances the overall patient experience and satisfaction.
The Hospital Management Information System (HMIS) is a crucial factor influencing service quality in healthcare settings. At the Inpatient Installation of RSUD R. Syamsudin, SH. Sukabumi City, HMIS plays a significant role in enhancing the quality of services provided. Key dimensions and indicators of HMIS include user-friendliness, comfort, and visual appeal. A well-designed information system can effectively support clinical workflows in various ways, ultimately contributing to improved patient care [20]. With the effective implementation of HMIS, hospitals can significantly enhance service quality, reduce the occurrence of medical errors, and foster a more positive experience for patients. This improvement not only benefits individual patient interactions but also elevates the overall quality of service delivered by the healthcare institution. Evidence indicates that even partial implementation of HMIS yields a substantial positive impact on service quality. Moreover, HMIS enhances information accessibility, promotes coordination among healthcare professionals, increases service efficiency, facilitates informed decision-making, lowers medical error rates, boosts patient satisfaction, and results in time and cost savings.
Based on the analysis presented in Table 6, the calculated F value is 649.080, while the F-table value is 3.09. A comparison of these values reveals that $F_{count} > F_{table}$ (649.080 > 3.09) and that the significance value is less than 0.05 (0.000 < 0.05). Therefore, we reject the null hypothesis (Ho) and accept the alternative hypothesis (H1), leading to the conclusion that "Patient Safety Targets and Hospital Management Information Systems simultaneously have a significant effect on Service Quality."

Table -6: F Test Results Simultaneous Influence of X1 and X2 on Y

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4029.129	2	2014.565	649.080	.000[b]
	Residual	301.061	97	3.104		
	Total	4330.190	99			

a. Dependent Variable: Mutu Pelayanan

b. Predictors: (Constant), SIMRS, Sasaran Kes. Pasien

The effective implementation of patient safety targets is greatly enhanced by the availability of accurate data and information provided through HMIS. Conversely, HMIS also plays a vital role in achieving patient safety goals through its features, such as patient identification, medication management, and risk management. Consequently, hospitals must ensure the comprehensive and integrated implementation of both patient safety targets and HMIS. Such efforts will foster the development of a safe environment for patients and significantly improve the overall quality of hospital services.

The testing of the main hypothesis indicates that Patient Safety Goals and Hospital Management Information Systems (HMIS) have a significant simultaneous effect on Service Quality. The findings, derived from a multiple linear regression analysis detailed in Table 4.16, reveal that the regression coefficients are $b_1 = 1.725$ for Patient Safety Targets (X1) and $b_2 = 0.050$ for Hospital Management Information Systems (X2), with a constant value of −0.882. Consequently, the relationship between these variables is articulated through the regression equation:

$$\hat{Y} = -0.882 + 1.725X1 + 0.050X2$$

This model suggests that each unit increase in the scores for Patient Safety Targets and HMIS correlates to a change in Service Quality scores of 1.725 and 0.050, respectively, at a baseline constant of -0.882. The data analysis further confirms that the regression coefficients are both positive and statistically significant. Moreover, the hypothesis testing results demonstrate that $F_{count} > F_{table}$ (649.080 > 3.09), and the significance value is less than 0.05 (0.000 < 0.05). This evidence supports the conclusion that both Patient Safety Target and Hospital Management Information System variables are critical factors that significantly influence the quality of service.

The extent of influence or contribution of the Patient Safety Target (X1) and Hospital Management Information System (X2) variables on Service Quality (Y) is illustrated by the Adjusted R square (Adjusted R^2) value presented in the Model Summary table, which is reported as 0.929 (see Appendix 6). This statistic indicates that 92.9% of the variation in Service Quality is accounted for by the combined effects of Patient Safety Goals and Hospital Management Information Systems. Conversely, the remaining 7.1% of the variation in Service Quality can be attributed to other variables or factors not included in this analysis. This high Adjusted R^2 value suggests a strong relationship between the independent variables and Service Quality, highlighting the importance of both Patient Safety Targets and HMIS in enhancing health service delivery. The effective implementation of patient safety target compliance, bolstered by accurate data and information provided through the Hospital Management Information System (HMIS), plays a crucial role in achieving these safety objectives. HMIS facilitates various features such as patient identification, medication management, and risk management, which are essential for maintaining high safety standards. By leveraging these capabilities, hospitals can foster a safe environment for patients, thereby enhancing overall service quality. This integrated approach not only mitigates potential risks but also contributes to a culture of safety that is fundamental to delivering excellent healthcare services.

The results of observations indicate that health workers at the Inpatient Installation of RSUD R. Syamsudin SH Sukabumi City possess a solid understanding of the Patient Safety Targets (SKP 1, SKP 2, SKP 3, SKP 4, SKP 5, SKP 6). Additionally, the facilities and infrastructure available for implementing these targets align with the standards set by the Indonesian Ministry of Health for hospital accreditation in 2022. However, there is a need for further optimization regarding the consistent compliance of officers with the implementation of these safety targets. Strengthening adherence to these standards will enhance patient safety and improve the overall quality of care provided in the hospital.

According to [35], the implementation of key practices—such as correct patient identification, effective communication, vigilant medication safety measures, and strategies to reduce infection and fall risks—significantly enhances the quality of health services. This aligns with [36] assertion that quality is defined as conformity to established requirements or standards. By ensuring that all personnel consistently adhere to patient safety targets and

effectively utilize the Hospital Management Information System (HMIS), hospitals can minimize human errors, enhance patient safety, and maintain high service quality, ultimately leading to increased patient satisfaction.
Management must implement robust oversight and administration of the patient safety system and ensure that health service procedures adhere to established standards. This includes maintaining adequate supporting infrastructure and ensuring that staff numbers align with their competencies and the volume of patients being treated. Such management efforts and commitment must be sustained, especially in the context of a growing patient population, to guarantee both the quality of service and patient safety. Continuous evaluation and improvement of these processes are essential to meet the evolving needs of patients and uphold the standards of care.

5. CONCLUSIONS

The Patient Safety Targets in the Inpatient Installations at RSUD R. Syamsudin, SH. Sukabumi City are categorized as "Good." The consistent and structured implementation of these safety targets can effectively reduce adverse events (KTD), enhance patient safety, and boost patient confidence in the healthcare services provided. By prioritizing patient safety, hospitals can deliver safer and higher-quality services. Similarly, the Hospital Management Information System (HMIS) in the Inpatient Installation of RSUD R. Syamsudin, SH. Sukabumi City also falls within the "Good" category. The utilization of HMIS offers substantial benefits in terms of improving service efficiency and effectiveness. It facilitates the management of patient data, aids clinical decision-making, and enhances communication among healthcare workers. These improvements lead to increased service speed, enhanced data accuracy, reduced medical error rates, higher patient satisfaction, and overall improved service quality, all while saving time and costs for the hospital. The quality of service in the Inpatient Installation of RSUD R. Syamsudin, SH. Sukabumi City is rated as "Good," reflecting high patient satisfaction. This rating indicates that the service processes operate smoothly and effectively, adhering to established standards. Furthermore, the competence of the staff is adequate, and the systems and procedures are well implemented, contributing to achieving a high level of service quality. Both Patient Safety Targets and the Hospital Management Information System (HMIS) significantly influence the improvement of service quality at the Inpatient Installation. This impact is observed both in isolation and collectively, as these two independent variables positively contributes to enhancing patient satisfaction across various service dimensions. The effective implementation of patient safety targets, coupled with the support of HMIS, will yield optimal results in elevating service quality, ultimately benefiting patient care and experiences.

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