

**STUDI PENGEMBANGAN MODEL LAYANAN KLINIK GERIATRI *TELEMEDICINE*
BERBASIS APLIKASI DIGITAL PADA PELAYANAN KESEHATAN LANSIA
DI RUMAH SAKIT DI KOTA PADANG**

SHINTA MODEL

*(Suitable technology, Health education teleconsultation and Innovation of
collaboration through New regulation for Telemedicine adoption that Affordable)*



**PROGRAM STUDI KESEHATAN MASYARAKAT PROGRAM DOKTOR
FAKULTAS KEDOKTERAN UNIVERSITAS ANDALAS
PADANG
2024**

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**Sebagai Salah Satu Syarat untuk Memperoleh Gelar Doktor pada Program Studi
Kesehatan Masyarakat Program Doktor Fakultas Kedokteran Universitas
Andalas**

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HALAMAN PENGESAHAN

Judul Disertasi : STUDI PENGEMBANGAN MODEL LAYANAN KLINIK GERIATRI *TELEMEDICINE* BERBASIS APLIKASI DIGITAL PADA PELAYANAN KESEHATAN LANSIA DI RUMAH SAKIT DI KOTA PADANG.

SHINTA MODEL (Suitable system technology, Health education teleconsultation for homecare and Innovation of collaboration through New regulation for Telemedicine adoption commitment that Affordable)

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Disertasi telah diuji dan dipertahankan di depan sidang panitia ujian akhir Doktor Kesehatan Masyarakat pada Program Pascasarjana Fakultas Kedokteran Universitas Andalas dan dinyatakan lulus pada tanggal 8 Juli 2024.



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Dewi Shinta Kemala Sari (1730322001)

**Dibawah bimbingan: Prof. dr. Nur Indrawaty Lipoeto, MSC. PHD. SPGK, Dr. dr.
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ABSTRAK

Telemedicine telah muncul sebagai strategi inovatif yang layak untuk mengatasi tantangan pelayanan kesehatan dalam konteks penuaan global. Meskipun telah terbukti bermanfaat dalam pelayanan kesehatan geriatri, baik untuk kondisi sehat maupun gangguan medis/neurologis, implementasi model layanan *telemedicine* berbasis komunitas di rumah sakit Indonesia, termasuk di Kota Padang, belum optimal. Penelitian ini bertujuan untuk merancang model layanan klinik geriatri *telemedicine* berdasarkan kebutuhan multiperspektif (lansia, penyedia layanan rumah sakit, dan pemangku kepentingan terkait) serta aplikasi digitalnya di rumah sakit Kota Padang. Metodologi penelitian ini mengadopsi tiga tahap awal pendekatan ADDIE: Analyze, Design, dan Development. Fase Analyze menggunakan metode kualitatif *grounded theory*. Penelitian dilaksanakan di kota Padang dari Februari 2022 hingga Mei 2024. Pengambilan sampel dilakukan secara purposif, melibatkan 18 informan yang mewakili penyedia layanan rumah sakit, lansia, dinas kesehatan, dan puskesmas. Data dikumpulkan melalui wawancara mendalam dan dianalisis menggunakan pendekatan teori HOT FIT model dan Sociotechnical system. Hasil penelitian mengidentifikasi SHINTA Model Dimensions, yang terdiri dari enam dimensi integral: *Suitable system technology, Health education teleconsultation, Innovation of collaboration, New regulation, Telemedicine adoption, dan Affordable*. Model ini berfungsi sebagai kerangka strategis untuk perencanaan dan evaluasi implementasi sistem layanan klinik geriatri *telemedicine* di rumah sakit. SHINTA Model System dikembangkan sebagai inovasi model layanan, menekankan kolaborasi pemangku kepentingan pada tingkat makro dan mikro, serta integrasi layanan dengan fasilitas kesehatan primer. Prototipe aplikasi web multiuser dirancang untuk mengintegrasikan Puskesmas/dokter keluarga ke dalam sistem pelayanan *telemedicine*, mendukung sistem rujukan terintegrasi dan monitoring kesehatan serta integrasi data yang komprehensif. Implementasi model ini menawarkan solusi komprehensif untuk meningkatkan aksesibilitas layanan, kontinuitas perawatan, dan diharapkan dapat meningkatkan kualitas hidup populasi lansia dan memposisikan Kota Padang sebagai pionir dalam inovasi kesehatan digital di tingkat nasional.

Kata kunci: telemedicine, geriatri, rumah sakit, kebutuhan, grounded theory

**DEVELOPMENT STUDY OF TELEMEDICINE GERIATRIC CLINIC
SERVICE MODEL BASED ON DIGITAL APPLICATIONS IN ELDERLY
HEALTH SERVICES IN HOSPITALS IN PADANG CITY**

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ABSTRACT

Telemedicine has emerged as a viable innovative strategy to address healthcare challenges in the context of global aging. Although it has proven beneficial in geriatric healthcare, both for healthy conditions and medical/neurological disorders, the implementation of community-based telemedicine service models in Indonesian hospitals, including in Padang City, has not been optimal. This research aims to design a geriatric clinic telemedicine service model based on multi-perspective needs (elderly, hospital service providers, and relevant stakeholders) as well as its digital application in Padang City hospitals. The research methodology adopts the first three stages of the ADDIE approach: Analyze, Design, and Development. The Analyze phase uses a qualitative grounded theory method. The research was conducted in Padang city from February 2022 to May 2024. Purposive sampling was employed, involving 18 informants representing hospital service providers, the elderly, health offices, and community health centers. Data was collected through in-depth interviews and analyzed using the HOT FIT model theory and Sociotechnical system approach. The research results identified the SHINTA Model Dimensions, consisting of six integral dimensions: Suitable system technology, Health education teleconsultation, Innovation of collaboration, New regulation, Telemedicine adoption, and Affordable. This model serves as a strategic framework for planning and evaluating the implementation of geriatric clinic telemedicine service systems in hospitals. The SHINTA Model System was developed as a service model innovation, emphasizing stakeholder collaboration at macro and micro levels, as well as service integration with primary healthcare facilities. A multi-user web application prototype was designed to integrate Community Health Centers/family doctors into the telemedicine service system, supporting an integrated referral system and health monitoring, as well as comprehensive data integration. The implementation of this model offers a comprehensive solution to improve service accessibility, continuity of care, and is expected to enhance the quality of life of the elderly population and position Padang City as a pioneer in digital health innovation at the national level.

Keywords: telemedicine, geriatrics, hospital, needs, grounded theory