

ANALISA BEBAN KERJA PETUGAS ASSEMBLING PASIEN BPJS DENGAN METODE WISN DI RSUD KOTA SEMARANG PADA TAHUN 2015

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ABSTRAK

Assembling pasien BPJS di RSUD Kota Semarang terdapat penumpukan DRM di meja petugas, pengembalian DRM lebih dari 2 x 24 jam dan membantu memberikan map serta menyelipkan DRM ke filing sehingga petugas sering kali over time pada petugas. Tujuan penelitian mengetahui beban kerja petugas assembling pasien BPJS rawat inap di RSUD Kota Semarang padatahun 2015.

Jenis penelitian yang digunakan adalah deskriptif dengan menggunakan metode observasi dan wawancara dengan pendekatan cross sectiona lpopulasi dalam penelitian ini adalah petugas assembling pasien BPJS yang berjumlah 3 orang petugas. Jumlah sampel petugas A = merakit DRM baru 8 sampel, meneliti kelengkapan DRM 3 sampel, mengentri kedalam komputer 34 sampel. Petugas B= merakit DRM baru 10 sampel, meneliti kelengkapan DRM 38 sampel, mengentri kedalam komputer 43 sampel. Petugas C= merakit DRM baru 15 sampel, meneliti kelengkapan DRM 27sampel, mengentri kedalam komputer 57 sampel.

Jumlah petugas assembling pasien BPJS berjumlah 3 orang. Berdasarkan hasil penelitian petugas assembling mengerjakan tugas pokoknya yaitu menerima DRM dari bangsal, merakit dokumen baru, menganalisa kelengkapan DRM dan menginput kedalam komputer. Hari kerja efektif dalam 1 tahun 286 hari. Jumlah standar beban kerja petugas assembling BPJS selama 1 tahun adalah 28869. Kuantitas kegiatan pokok petugas assembling pasien BPJS adalah 17094 DRM. Total kebutuhan tenaga kerja di unit assembling pasien BPJS padatahun 2015 dengan metode perhitungan WISN adalah 4 petugas. Jadi diperkirakan terjadi penambahan petugas sebanyak 1 orang petugas.

Berdasarkan hasil penelitian di unit assembling pasien BPJS RSUD Kota Semarang tentang merakit DRM baru, menganalisis kelengkapan DRM dan mengentri kedalam komputer. Peneliti memberikan saran petugas assembling pasien BPJS harus mengingatkan kepada bangsal tentang pengembalian DRM 2 x 24 jam, tentang standar pengurutan DRM kepada pencatat agar petugas assembling cepat dan lebih mudah dalam menganalisa kelengkapan DRM dan resiko penambahan waktu kerja karena sering over time.

Kata Kunci : Kata Kunci : Beban Kerja, Petugas Assembling, Pasien BPJS

THE WORK LAOD ANALYSIS OF THE ASEEMBLING OFFICERS OF THE BPJS PATIENTS BASED ON WISN METHOD AT SEMARANG REGIONAL HOSPITAL IN 2015

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ABSTRACT

The assembling unit for BPJS patients in Semarang regional hospitals undergo pile up DRM, DRM return is more than 2 x 24 hours and the officers also help providing maps and slip the DRM to the filing so that officers are frequently over time. This study aimed at finding the workload of the officers for in the assembling unit for the BPJS in-patients in Semarang regional hospital in 2015.

This type of research is descriptive using observation and interviews with a cross-sectional approach. The population in this study were the officer at the assembling unit for BPJS patient. There are 3 officers. The number of samples of officers A are assembling new DRM 8 samples, 3 samples of examined DRM completeness, input into the computer by 34 samples. Samples from officers B are assembling 10 new DRM, 38 of samples examined DRM completeness, input into the computer for 43 samples. Officers C are assembling 15 new DRM samples, 27 samples examined DRM completeness, input into the computer of 57 samples.

The number of workers at the assembling unit for BPJS patient are 3 people. Based on the research officer working on assembling has the main task was to accept DRM from wards, to assemble a new document, analyze the completeness of DRM and to input into the computer. Effective working days in 1 year 286 days. Standard number of workload for the workers at the assembling for BPJS for 1 year is 28869. The quantity of the primary activities of workers at the assembling for BPJS patient is 17094 DRM. Total labor needed in the BPJS patients at the assembling unit in 2015 with WISN calculation method is 4 officers. So the addition of personnel is estimated to occur in 1 officers.

Based on the results of the study in BPJS patients of assembling unit in Semarang regional hospital on new DRM assemble, analyze completeness DRM and input into the computer, it is suggested that the officer at assembling unit for BPJS patients must remind the officers at the ward about the return of DRM 2 x 24 hours, about standard of listing DRM to the recorder so that assembling officers will be quicker and easier in analyzing the completeness of DRM and reduce the risk of additional working time due to frequent over time.

Keyword : Keywords: Workload, Assembling Officer, Patient BPJS