

**TINJAUAN PELAKSANAAN STANDAR PELAYANAN MINIMAL (SPM)
PENYEDIAAN DOKUMEN RAWAT JALAN di TPPRJ
RSUD KRT. SETJONEGORO WONOSOBO TH 2016**

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ABSTRAK

Pelayanan yang cepat dan tepat merupakan keinginan semua konsumen baik pemberi pelayanan maupun penerima pelayanan. Di RSUD KRT Setjonegoro Wonosobo telah mengeluarkan Standar Pelayanan Minimal (SPM) penyediaan DRM rawat jalan yaitu 10 menit, akan tetapi masih terdapat petugas TPPRJ mengalami keterlambatan penyediaan DRM rawat jalan sehingga perawat klinik mengambil sendiri berkas rekam medis ke bagian pendaftaran sehingga dalam penelitian ini dapat diketahui bagaimana pelaksanaan Standar Pelayanan Minimal penyediaan DRM rawat jalan di TPPRJ RSUD KRT Setjonegoro pada tahun 2016.

Penelitian ini menggunakan jenis penelitian deskriptif dengan metode observasi dan wawancara dengan pendekatan cross sectional. Subjek dalam penelitian ini adalah 9 petugas TPPRJ dan Kepala Rekam Medis. Sedangkan objek penelitiannya adalah pelaksanaan Standar Pelaksanaan Minimal. Dengan analisa data menggunakan analisa secara deskriptif.

Berdasarkan hasil pengamatan di RSUD KRT Setjonegoro Wonsobo, SPM penyediaan terdapat 55% (5) petugas yang sudah tercapai standar waktunya dan 45%(4) petugas yang belum tercapai standar waktu SPM. Kebijakan SPM belum terdapat SOP tentang penyediaan DRM rawat jalan dan pelaksanaan SPM terhadap kebijakan belum sesuai dengan standar waktu yang sudah ditetapkan. Pelaksanaan SPM 7 petugas yang sudah melaksanakan SPM dan 2 petugas yang belum melaksanakan karena kurangnya petugas di TPPRJ menyebabkan penyediaan DRM rawat jalan menjadi lama.

Berdasarkan hasil pengamatan perlu penambahan petugas TPPRJ dan filing agar penyediaan DRM menjadi cepat, perlu penambahan standar waktu agar penyediaan DRM sesuai dengan kebijakan yang sudah dibuat. Sebaiknya petugas TPPRJ diberikan pelatihan tentang SPM dan petugas rawat jalan sebaiknya ada lulusan DIII Rekam Medis

Kata kunci : Pendaftaran rawat jalan, penyediaan dokumen, Standar Pelayanan Minimal

Kata Kunci : Petugas pendaftaran rawat jalan, penyediaan DRM rawat jalan, Standar Pelayanan Minimal

**REVIEW IMPLEMENTATION THE MINIMUM SERVICE STANDARDS
(SPM) OF PROVIDING MEDICAL RECORD DOCUMENTS IN TPPRJ
RSUD KRT SETJONEGORO WONOSOBO YEAR 2016**

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ABSTRACT

Rapid and appropriate services is the desire of all parties, both providers and recipients of services. Hospital of KRT Setjonegoro Wonosobo has set minimum service standards about the provision of outpatient document ie 10 minutes, but delays occurred in the provision of outpatient documents so that nurse of clinic took its own medical record document to the registration. The purpose of this study determined the implementation of Service Standards Minimum of providing outpatient document in TPPRJ hospital of KRT Setjonegoro 2016.

This research was descriptive, methods were observation and interviews and cross sectional approach. Subject were 9 officer of TPPRJ and Chief of Medical Record Unit. The object was the implementation of Minimum Service Standards. Data analyzed descriptively.

Based on implementation the Minimum Service Standards the provision of documents, 55% of the officers reached the standard and 45% of the officers did not reach the standard. There has been no Standard Operating Procedures on the provision of outpatient documents and implementation of Minimum Service Standards did not in accordance with the standards. Minimum Service Standards implemented by 7 officers and 2 officers did not implement. Due to lack of TPPRJ personnel, it caused the provision of documents becomes too late.

Researcher suggested the need of additional registration and filing officer, so that the provision of documents become fast, the need of additional time standards in order to supply the documents in accordance with the policies. TPPRJ officers should receive training in the Implementation of Minimum Service Standards and outpatient officers should be graduated from Medical Record diploma.

Keywords : Outpatient registration, provision of document, Minimum Service Standards

Keyword : Officers outpatient registration, outpatient DRM provision, Minimum Service Standards