

EVALUASI PELAYANAN PENDAFTARAN PASIEN DI TPPRJ RSUD BENDAN KOTA PEKALONGAN TAHUN 2016

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ABSTRAK

Pelayanan pendaftaran pasien rawat jalan berperan penting dalam pelaksanaan pendaftaran di bagian TPPRJ. Berdasarkan survei awal pada bulan Maret 2016 di TPPRJ, selama 2 hari didapatkan rata-rata waktu pelayanan DRM di TPPRJ sebanyak 10 pasien lama adalah 11.45 menit. Tujuan penelitian yaitu melakukan evaluasi pelayanan pendaftaran pasien di TPPRJ.

Jenis penelitian ini adalah deskriptif, dengan metode observasi dan wawancara menggunakan pendekatan cross sectional. Subjek penelitian ini adalah kepala rekam medis, 3 petugas TPPRJ. Objek penelitian adalah pasien dengan jumlah sampel 98 pasien. Analisis data secara deskriptif.

Hasil penelitian didapatkan karakteristik petugas TPPRJ, paling tinggi berusia yaitu 36 tahun dan usia paling rendah yaitu 23 tahun. Pendidikan terakhir responden yaitu D3 komputer, S1 Psikologi, dan SMA. Kedua responden mengikuti pelatihan pelayanan prima sedangkan responden lainnya mengikuti pelatihan ISQ. Lama kerja responden paling lama yaitu 6 tahun dan paling sedikit yaitu 3 tahun. Tugas pokok dan fungsi pelayanan pendaftaran sudah sesuai dengan teori. Terdapat standar operasional prosedur rawat jalan. Waktu penyediaan dokumen rawat jalan rata-rata 11.45 menit, maka belum sesuai dengan standar operasional prosedur. Sarana di TPPRJ yaitu komputer, alat tulis, tracer, formulir rawat jalan, KIB. Berdasarkan aspek kepatuhan petugas terhadap prosedur pelayanan pendaftaran rawat jalan, ada beberapa prosedur yang tidak dilakukan yaitu memberikan informasi tentang ruang pemeriksaan, memberikan kartu berobat ulang.

Oleh karena itu disarankan perlu diadakan pelatihan mengenai pelaksanaan standar operasional prosedur pendaftaran rawat jalan dan evaluasi dari kepala unit rekam medis terhadap pelayanan pendaftaran pasien rawat jalan agar mutu pelayanan menjadi lebih baik.

Kata kunci : TPPRJ, Evaluasi , Standar Operasional Prosedur

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EVALUATION OF PATIENT REGISTRATION SERVICE IN TPPRJ RSUD BENDAN PEKALONGAN CITY YEAR 2016

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ABSTRACT

Outpatient registration services play an important role in the implementation of registration at TPPRJ. Based on the initial survey in March 2016 in TPPRJ, for 2 days obtained the average time of document services of 10 patients was 11:45 minutes. The purpose evaluated the service of patient registration in TPPRJ.

This type of research was descriptive, with observation and interview methods and cross sectional approach. The subjects were chief of medical record unit, three officers of TPPRJ. The object of research were patient with a sample of 98 patients. Data analyzed descriptively.

The result showed that characteristic of TPPRJ officers, the highest age is 36 years old and the lowest age is 23 years old. Educational background were computer diploma, undergraduate programme of psychology, and high school. Both of respondents got training of excellent service while other respondents got ISQ training. The work experience were six years and at least were 3 years. Duties and functions of registration services in accordance with the theory. There was operational standard of outpatient procedure. Average time the provision of outpatient documents were 11:45 minutes, and it did not in accordance with standard operating procedures. Tools in TPPRJ ie computers, stationery, tracer, outpatient form, KIB. Based on the aspects of officers compliance to the registration service of outpatient procedure, some procedures did not do that is to give information about the examination room, giving the repetitive medical card.

Therefore it suggested there should be training on the implementation standard operating procedures of outpatient registration and evaluation the chief of medical records unit about the registration of outpatient services in order to better quality service.

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