

TINJAUAN KEPATUHAN PETUGAS FILING TERHADAP STANDAR OPERASIONAL PROSEDUR TENTANG PEMINJAMAN DRM DI RUMAH SAKIT DR. M. ASHARI PEMALANG

MOHAMAD RIDWAN BAIHAQI

(Pembimbing : Kriswiharsi Kun S., SKM, M.Kes)
*Rekam Medis&Info. Kesehatan - D3, FKes, Universitas Dian
Nuswantoro
www.dinus.ac.id
Email : 422201301403@mhs.dinus.ac.id*

ABSTRAK

TINJAUAN KEPATUHAN PETUGAS FILING TERHADAP STANDAR OPERASIONAL PROSEDUR TENTANG PEMINJAMAN DOKUMEN REKAM MEDIS DI RUMAH SAKIT DR. M. ASHARI PEMALANG

Kepatuhan petugas berperan penting dalam pelaksanaan sistem penyimpanan yang baik di bagian filing. Survei awal yang dilakukan oleh peneliti pada bulan September 2016 di Rumah Sakit dr. M. Ashari Pematang, peneliti mengambil sampel peminjaman DRM sebanyak 30 pasien. Dari 30 pengambilan DRM yang diamati terdapat 80% dokumen rekam medis yang terlambat karena melebihi batas waktu pelayanan. Penelitian ini bertujuan untuk menganalisis aspek kepatuhan petugas filing terhadap Standar Operasional Prosedur peminjaman DRM.

Jenis penelitian yang digunakan adalah kualitatif dengan desain penelitian studi kasus. Metode penelitian dilakukan dengan cara observasi dan melakukan wawancara. Variabel penelitian menyangkut karakteristik petugas filing, isi Standar Operasional Prosedur dan kepatuhan petugas filing terhadap Standar Operasional Prosedur. Populasi dan sampel meliputi subjek peneliti petugas filing 6 orang dan kepala URM, objek peneliti meliputi tingkat kepatuhan petugas rekam medis. Pengolahan data menggunakan tabulasi yaitu membuat tabel untuk mengumpulkan data dan penyajian data menggunakan gambar, narasi dan tabel. Analisis data dilakukan secara deskriptif yaitu menggambarkan hasil penelitian sesuai yang sebenarnya.

Rata-rata usia petugas filing yaitu 20-56 tahun, jenis kelamin 3 petugas laki-laki dan 3 petugas perempuan, lama kerja 1-15 tahun, berpendidikan SMA serta satu petugas berpendidikan D3 Kebidanan, dari seluruh petugas belum pernah mengikuti pelatihan tentang rekam medis. Pada isi Standar Operasional Prosedur tidak dicantumkan standar waktu, hal ini berdampak pada terhambatnya proses peminjaman DRM akan menjadi lebih lama, pada saat wawancara terhadap petugas Filing standar waktu yang menurut petugas Filing yaitu 5 menit dalam setiap peminjaman DRM, hasil observasi terhadap kepatuhan terhadap Standar Operasional Prosedur menyatakan bahwa petugas filing dalam melakukan tugas peminjaman DRM tidak patuh sepenuhnya, rata-rata presentase kepatuhan seluruh petugas terhadap Standar Operasional Prosedur yaitu 83,33%.

Saran perlu upaya pelatihan dan pengarahan kepada petugas dari Pimpinan Rumah Sakit dan Kepala Unit Rekam Medis, pada Standar Operasional Prosedur harus ditetapkan batas waktu peminjaman, dan letak tempelan gambar pada ruangan filing sebagai acuan petugas dalam mengolah DRM kelalaian petugas.

Kata Kunci : Kepatuhan, Standar Operasional Prosedur, Peminjaman Dokumen.

Kepustakaan : 15 (1990-2016)

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**THE COMPLIANCE REVIEW OFFICIAL FILING OF STANDARD
OPERATING PROCEDURES OF BORROWING MEDICAL RECORD
DOCUMENTS IN DR. M. ASHARI PEMALANG OF HOSPITAL**

MOHAMAD RIDWAN BAIHAQI

(Lecturer : Kriswiharsi Kun S., SKM, M.Kes)

Diploma of Medical Record - D3, Faculty of Health Science,

DINUS University

www.dinus.ac.id

Email : 422201301403@mhs.dinus.ac.id

ABSTRACT

**THE COMPLIANCE REVIEW OFFICIAL FILING OF STANDARD OPERATING PROCEDURES OF
BORROWING MEDICAL RECORD DOCUMENTS IN DR. M. ASHARI PEMALANG OF HOSPITAL**

The Compliance officers play an important role in the implementation of a good storage system on the filing. The initial survey carried out by researchers in September 2016 in the dr. M. Ashari Pemalang Of Hospital, researchers took samples of the document retrieval of medical records of 30 patients. Of the 30 medical record documents retrieval observed there are 80% of medical record documents were late due to exceeding the time limit of service. This study aims to analyze aspects of compliance with the Standards Operasional Procedur of loan Medical Record Documents Filing clerk.

This type of research is qualitative case study research design. The research method by observation and interviews. The research variables concerning the characteristics of the filing officer, the contents of the Standard Operating Procedure filing and compliance officers to Standard Operating Procedures. Population and sample covers the subject researcher filing clerk 6 and head URM, the object of research include the degree of compliance of medical records clerk. Processing data using tabulation of making tables to collect data and presenting data using pictures, narration and tables. The data were analyzed descriptively that describe the actual research results appropriate.

The average age is 20-56 years of filing clerk sex three male officers and three officers working women with 1-15 years old and a high school education and the educated officers D3 Midwifery, of all officers have not been trained on the medical record. In the body of the Standard Operating Procedures are not listed standards due course of time, this results in the inhibition of the process of borrowing the DRM will be longer, during interviews with officers Filing time standards obtained are 5 minutes in each borrowing DRM, the observation of the adherence to Standard Operating the procedure states that the filing clerk in the conduct of borrowing is not fully compliant DRM, the average percentage of compliance with all the officers of the Standard Operating procedure is 83.33%.

Suggestions necessary training efforts and guidance to officers of the Chief Hospital and Chief Medical Record Unit, the addition of a reference book on Medical Record, the Standard Operating Procedures should be established deadline of borrowing, and the location of the patch images at the room Filing as a reference for officers in processing the medical record documents and less grade egligence of officers.

Keywords : Compliance, Standard Operating Procedures, Loan Documents.

Literature : 15 (1990-2016)

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