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## Analysis of Outpatient Admission Procedures in Supporting Service Effectiveness at Kudungga Sangatta Hospital

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**A B S T R A C T / A B S T R A K**

*One of the functions of the medical record of the first Kudungga Sangatta Hospital is the admission of patients to outpatient or inpatient care. Admission procedures Outpatient care is essential to the process of health care in hospitals. This research was conducted with the aim of knowing outpatient procedures to support the efficiency of hospital health record services. The method used by the author is a qualitative research method designed. The research used is a case study. In several studies, problems were found: (1) incomplete information from the patient's side or from the patient's/patient's family point of view for the clerk to enter the data in the registration system, (2) the error was the registration system because the internet network connection was not good when the officer entered patient information. Resolving the problem is carried out by the registrar Disseminate the completeness of patient data, such as a KTP or other KTP and the registrar will try to re-enter patient data in a short time Internet connection network has been repaired.*

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## 1. INTRODUCTION

According to Article 1 of Law Number 44 of 2009 of the Republic of Indonesia Referring to a hospital, he stated that "a hospital is a health service organization that organizes individual health services in general assembly to provide hospitals, ambulances and emergency services" (Indonesia, 44 SM ).Hospitals are health facilities which include: ambulances, hospitals and emergency services (IGD).Hospitals are included in outpatient or inpatient health services (Supartiningsih, 2017).Patients come to the hospital for the first time. first at patient reception (registration), Of course, registering for the first service determines how good the quality of service is at the hospital. Therefore the service requires a Patient Admission procedure, so that patients are satisfied with hospital services. After registration, the patient will of course receive a report doctor, the purpose of filling in the patient file is to document se All patient information from the beginning of the patient's arrival at the hospital until the patient leaves the hospital. Through PerMenKes No. 269/MENKES/PER/III/2008 states: "Medical information is submitting document statements regarding identity, examination, treatment, initiatives and other services for patients" (Permenkes, 2008).

Health information is very important to improve the quality of services, including outpatient or inpatient care at the hospital. Sedarmayanti revealed: "The efficiency of the service is the action or activity provided in the hope that it will have the benefit of the service user in the sense that the services offered are not redundant or useful and provide fast and timely services to achieve this objective (Sedarmayanti, 2009) Activities in the medical register are very diverse, varied for example Medical record units also recruit patients for the management of patient information Reporting entities where information can be used as evidence.

The functions performed in the medical records department are very diverse, from receiving patients to managing medical records. The medical record section is also a reporting entity where this information can be used as written evidence of the service process offered to patients and also as a reference for planning treatment or follow-up (Sitanggang, 2019).

One of the first patient record features of hospital X was outpatient or inpatient admissions. Acceptance of outpatients at hospital X is quite good and in accordance with the guidelines of the Directorate General of Medical Development regarding a computerized integrated hospital management information system. However, there was a slight delay in admitting the patient even if the patient did not bring any medical requirements and there was still an error in the registration section of the information system.

Based on the results of the research conducted, it turns out that the outpatient treatment procedure still shows deficits, even incomplete information from patient donors or patient families to staff at data entry, errors because the information system is registered at the time of registration. Record patient errors. Therefore, outpatient procedures require serious attention from the hospital, so that the hospital management information system can work as expected. The purpose of this study was to determine the process of accepting outpatients to support the efficiency of medical services at Kudungga Sangatta Hospital.

## 2. MATERIALS AND METHOD

According to Sugiyono, research methodology is essentially a scientific method to obtain information for specific purposes and uses (Sugiyono, 2015). The method of qualitative research methods used by planned writers

The research used is a case study. This qualitative research makes it possible to get between the lines (understanding) and it is a form of research that specifically provides techniques for obtaining answers or in-depth information about their opinions or feelings about the phenomenon (Sumantri, 2011).

Case study is a study that examines the problem of detailed problem boundaries, it has in-depth data acquisition and design of a variety of information. Data was collected and disclosed in this study in the form of words, words arranged into sentences, for example the results of interview sentences between researchers and informants (Sukmadinata, 2006).

The informant or reference person should be questioned. In that case, the reference person or informant is the respondent or information questioner. Informants to be interviewed are usually people who have done it in connection with the information required. In this case the resource persons are characters, experts or ordinary people. In this study, the research material was medical staff or outpatient receptionists at Kudungga Sangatta Hospital. The informants for this study were:
1) Migrant Receptionist with the initials "A" as Informant 1
2) Itinerant receptionist with the initials "B" as informant 2
The knowledge gained is related to the management of outpatient services. The sample was selected according to the principles applicable to qualitative research, namely:
1) Suitability, namely the sample, is selected based on property information related to the research topic.
2) Appropriateness, namely the data obtained from the sample must be able to explain all phenomena related to the research topic.

## 3.  RESULTS AND DISCUSSION

**RESULT**
**Input**
**Human Resources**

HR refers to all people/employees involved in outpatient care, hospital patient registration at each stage starting with admission, outpatient services and management. the number of employees in the outpatient polyclinic for registration is 15 people. The registration point is open from 06:00 to 20:00 WIB. HR working hours are divided into two shifts, viz. morning shift from 06:00 to 13:00 WIB and then afternoon shift from 13:00 to 20:00 WIB. Problems will occur in the management of patient registration services caused by patients who do not understand registration procedures, so it takes time to explain and make staff slow in serving other patients. This was disclosed by informant "A" as quoted in the following interview:

> *"Yes, sometimes there are times when you are just starting to fill out patient records, We have to first explain how to fill out the application form so we don't Something is wrong".*

All employees will always face obstacles or obstacles. Experience, such as the limitations faced by patient registrars at Kudungga Hospital, sometimes there are patients who do not carry personal information cards. Namely, KTP is an obstacle for employees to process patient data at all. Then sometimes there are elderly patients who forget to bring their health cards as well as problems with outpatient staff. However, patients know their date of birth or address at the

time of treatment. Case managers used to think that processing patient data was easy. As informant "B" quoted in the following interview revealed:

> *"The problem is that sometimes there are patients who don't carry ID cards or health cards if the patient knows their date of birth or address with previous treatment it's easy".*

According to Handoko, this is an important resource in HR organizations, their energy, talent, creativity and commitment to the organization. The human component is the key factor for the success or failure of achieving organizational goals (Handoko, 2003).

## Facilities

Facilities include equipment, rooms and other supporting facilities used in the implementation of outpatient procedures. Complete facilities and infrastructure and supporting facilities in terms of supporting work activities to optimize the success of work activities. In the duty room Patient registration The current facilities are sufficient for the staff in the patient room. All the actions taken are related to each other. Patient records, adequate facilities are very supportive of the registrar. So said the informant "A" quoted in the following interview:

> *"Yeah, that's enough"*

According to the author's observation, the room is used. Registration of patients on the ground floor of the entrance is the room or place where the patient first identifies himself and complies with all requirements related to registration services. There are 4 locations available for registration of outpatients. Outpatient services, so all the staff is on site speeding up the service process and there are no long queues. These are computers, printers, tables, chairs, cupboards and other supporting facilities for patient registration services. This is in accordance with the statement (Jacobalis, 2005) that good equipment and appearance for patient care, service staff need to improve the arrangement and cleanliness of the service room in overcoming poor perceptions of health services.

## Process
### Initial Patient Services

Inpatients are generally not separated. Patient Services at Kudungga Hospital The main duties and responsibilities of the registration counter are the central unit of visitor services, where the registration counter is the beginning of the services provided by the registration staff. Everything is assembled to be transferred to the appropriate polyclinic beforehand. To start patient registration, the patient registration officer must first ensure and prepare the medical report forms and documents are ready and available, including:

Application forms, KIB (medical evidence), other outpatient medical record (DRM) documents, pens, markers, glue, scissors and other office stationery to support the registration service process. When a patient registers

at the hospital for the first time, the patient must fill out registration form provided at the Registration counter to complete entering patient information. The patient must also provide identification if the patient has ever been treated at that hospital or not. After patient registration is complete, the Medical Record Archivist will send patient data to the designated polyclinic to obtain medical services. Each registered patient is referred to the register for administrative payments for patient registration services. This is in accordance with Theory of Service Quality by (Tjiptono, 2005) and includes the importance of: Always make our customers happy.

**Patient Registration**

Patient Registration is a service for patients who enter the hospital to receive medical services for observation, diagnosis, treatment, rehabilitation and other services. Registered patients are examined by officers filling in complete patient data (Rahman, 2017). Every patient who comes must first report to the Registration Ward for administrative management of the register and patient needs. Show patient card. The registrar keeps all patient data. save the identity to the outpatient registration form. Patient data entered by computer. Sometimes the problem encountered is an internet connection error. Officers re-register patients again, so patients wait longer. As disclosed by informant "A" quoted in the publication the following interview:

*"At least if it loads suddenly, for example an error, enter again later"*

Every patient who is registered in the patient registration area reports receiving a queue number to wait for a call to receive services. The treated polyclinic is quoted in an interview. Informant "B" is quoted in the following interview.:

*"Give us the queue number and we will forward the payment to the cashier. I will wait at the police station, the nurse will call back later to receive health services."*

**Administration**

Management is an administrative process in managing the perfection of patient registration requirements starting with the patient's arrival at home with departure (Fether & Barsasella, 2015). The hospital administration is the "gate". Register and manage cards for outpatient and inpatient care. Administration serves patients who come to the treatment counter according to the subdivision or department of the hospital. Subsequent episodes of Delivery bridge communication and patient needs for doctors, nurses and other medical personnel.

**Patient Registration**

While processing patient registration, the clerk keeps records captures and stores all patient information on the computer and stores it in the patient records room. The patient uses the stored patient information when visiting the hospital again for the next medical service. According to the interview excerpt as follows:

"Yes, our job is to record and record. Patient information is transferred to a computer and stored in the medical record which the patient uses once when he/she visits the hospital again to get health care"

**Patient Services**

Employees appointed for the management of patient information services Where patient information (patient status) is stored in the medical record is brought to the police by archivists, who are contacted during patient visits Hospitals to receive medical benefits, information on patient status after processing in the designated poly, officers retrieve the information stored in the medical record. This is in accordance with the interview excerpt as follows:

*"Yes, the officer in charge of providing patient information save patient data for target poly, data is retrieved after the police left Poli."*

**Output**

From the inputs and processes presented above, then from the output components to see the output or process of the Patient Registration Service. The resulting process is knowing the patient information recorded in that section Patient registration is being processed. All patient data is stored in a file. The clerk brings the doctor to the polyclinic to make everyone's appointments. After treatment, the patient goes home.

**Discussion**

One of the first patient record features of the Kudungga hospital is the reception of outpatients or inpatients. In managing registration services Patients are in trouble because their patients do not understand. Therefore, registration procedures take time to explain and staff are slow to serve other patients.

Acceptance of outpatients at Kudunga Sangatta Hospital is quite good and reasonable for the Directorate General of Medical Services regarding the Computerized Integrated Hospital Management Information System. However, there was a slight delay in admitting patients, even though the patient did not bring any medical requirements and the information system in the registration area was still problematic. From the results above it can be seen that the influence of outpatient interventions has a strong effect on service efficiency. Therefore, the authors conducted this study with the aim of determining the procedure for admitting outpatients to support the effectiveness of medical services at Kudunga Sangatta Hospital.

**4. CONCLUSION AND RECOMMENDATION**

After the authors carried out field practice at Kudungga Sangatta Hospital in accordance with the previous discussion, it can be concluded that the outpatient procedures at Kudungga Sangatta Hospital were good but still ineffective due to lack of information from patient donors or patients. families to Officers to enter their information, causing delays or waiting time for other people at patient registration, affecting service time. Problems related to outpatient care at Kudunga Sangatta Hospital include staff errors, due to errors

in the patient registration information system so that officers have to repeat patient registration again, making patients wait longer.

Efforts were made by the registration officer at Kudunga Sangatta Hospital to overcome this problem by socializing the completeness of patient information such as KTP or other patients or patient provider cards and socializing that complete identity or patient information is very important for registration. and registrars will try to re-enter patient information quickly once internet connectivity improves.

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