

Time Review of Provision of Outpatient Medical Records to Support the Effectiveness of Services at the Bandung City Hospital

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ABSTRACT

The availability of medical records is very simple, the distribution is fast, precise and efficient. If the distribution of patient medical records to the intended polyclinic is not on time, the services that doctors can provide to patients will not be effective. The general objective of this research is to see the time of provision of outpatient medical records in RSUD Kota Bandung. This study uses a type of desktop research with a qualitative approach. For 2 days starting on 17-18 February 2020 starting at 09.00-11.00 files were obtained 895 medical records, then samples were taken of 20 outpatient medical records measured by the time of provision. As many as 20% of patients receive outpatient medical records of ≤ 10 minutes, while 80% of patients receive medical records that are ≥ 10 . According to the Indonesian Ministry of Health Number 129 / Menkes / SK / II / 2008 the standard of waiting time for outpatient services is determined by way of which averaged <60 minutes. Based on these results it can be ignored that the time for providing medical records at the Bandung City Hospital has met the minimum service standards. It is recommended to the Bandung City Hospital to maintain and improve service quality.

Keywords: Provisioning Time, Medical Records, Outpatient, Service Effectiveness

PRELIMINARY

Hospital is a health service institution that provides inpatient, outpatient and emergency services (Law - Law of the Republic of Indonesia No. 44 of 2009). In the implementation of health services, hospitals must hold medical records to support services and processing patient information. Based on Permenkes No. 269/MENKES/PER/III/2008 Medical record is a file that contains notes and documents about the patient's identity, examination results, treatment that has been given to the patient. The quality of health services can be said to be good if it is supported by a medical record processing system in getting back medical record files quickly and on time in accordance with the provisions set by the hospital. One of the medical record units is the storage section, the role of the storage officer in addition to storing medical records, the officers play a role in providing outpatient medical records.

A good distribution of medical records is a fast, precise and efficient distribution of medical records. Service waiting time is the patient's waiting time for services starting from the patient's arrival at the patient reception area until the medical record file is sent to the destination polyclinic. The standard for providing outpatient medical records at the Bandung City Hospital refers

to the Decree of the Minister of Health of the Republic of Indonesia No.129/MENKES/SK/II/2008 concerning the minimum service standard for hospitals when the provision time is less than or equal to ten minutes (≤ 10 minutes).

LITERATURE REVIEW

Hospital

The hospital is one of the health service facilities that are often used by the community in an effort to improve health. Hospital is a health service institution that provides inpatient, outpatient and emergency services (Law Law of the Republic of Indonesia No. 44 of 2009).

Preparation of Medical Record Files

According to [1], Time for Providing Medical Record Files is the time used by Medical Record Officers in preparing medical record forms and records for Completeness of Medical Record Documents. Rina Gunarti also said that the Medical Record is an important document for every health service agency in the form of patient identity records, examinations, treatment, actions and other services that have been provided to patients.

Implementation of the Provision of Medical Records in the Outpatient Department

According to [2], the outpatient unit is a place for outpatient treatment as the first door whether the patient is declared to be staying or not and if necessary, referred to other health care facilities. According to [3] it is absolutely necessary to have medical record documents available because they are a summary of patient data during hospitalization, with the intention of recording a patient's services while being treated and treated in a hospital in order to produce a diagnosis, guarantee, treatment and final outcome. According to [4], the implementation of providing medical record files is that the distribution of medical record files quickly and accurately is the main goal in the distribution of medical record files which has an influence on the provision of health services to patients.

Minimum Service Standard

Minimum service standards are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum. It is also a technical specification regarding the minimum service benchmarks provided by public service agencies to the community. (KEPMENKES NO:129/MENKES/SK/II/2008).

According to [5], Minimum Service Standards (SPM) are provisions on the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum, but are also technical specifications regarding the minimum service benchmarks provided by service agencies. general to society. There are four minimum service standards in medical records, namely the occupancy of medical records 1 x 24 hours from the time the patient returns home by the treating doctor, provision of outpatient medical records within 10 minutes, provision of inpatient medical records within 15 minutes and completeness of medical records. completeness of informed consent.

Service Effectiveness

Service Effectiveness is a measurement of the achievement of predetermined goals, where a job is said to be effective if the goals or objectives have been achieved as previously planned [6]. Service effectiveness is said to be effective if the results of the work carried out are in accordance with the established standards.

METHOD

The type of research method used in this research is descriptive research with a qualitative approach. The sampling technique used is purposive sampling and convenience sampling. Research informants that researchers used as resource persons were 1 head of the medical record installation and 2 medical record storage officers. The study was carried out for 2 days starting on February 17-18, 2020 starting at 09.00-11.00,

obtained 895 medical record files, then a sample of 20 medical records of outpatients was measured which time the medical record file was provided.

RESULTS

Based on the results of street vendors, the time of providing outpatient medical records at the Bandung City Hospital starting from the patient registering for outpatient services until medical records are found or provided and distributed to the polyclinic to which the patient is addressed, seen from table 1 observation for 2 days when providing outpatient medical records 10 minutes totaled 6 medical records while outpatient medical record time which was 10 minutes totaled 14 medical records. The data at the Bandung City Hospital were 895 medical records, 20 medical records were then taken as samples.

Table 1. Distribution of Time for Providing Outpatient Medical Records

Waktu (menit)	Hari		Total	Persentase
	Selasa	Rabu		
≤ 10	3	3	6	30%
11-20	6	3	9	45%
21-30	0	0	0	0%
31-40	0	2	2	10%
41-50	0	0	0	0%
51-60	0	0	0	0%
≥ 60	2	1	3	15%
Total	11	9	20	100%

Based on the table above, it can be seen from the distribution of time for providing outpatient medical records which is more than 10 minutes, which takes 11-20 minutes with a total of 9 medical records, files that take 31-40 minutes have 2 medical records and those that take more than 60 minutes are 3 medical records. Based on observations during and the results of interviews with the head of the medical record unit and 2 storage officers regarding the time of providing outpatient medical records and standard operating procedures, the obstacles that cause delays in providing outpatient medical records are as follows: medical records have not been returned from the polyclinic, The medical record has not been returned from data processing, the medical record has not been returned from the treatment room. [7], one indicator of service quality is the response time, which is an indicator of the process to achieve the outcome indicators[8]. The response time of hospital services is not only measured by the speed and accuracy of medical services, but is also supported by other operational components such as counter, laboratory, radiology, and pharmacy services. Provision and completeness of medical record documents will support the orderly administration of efforts to improve health services in hospitals. Without the support of a good and correct medical record management system, orderly administration in the hospital will not work as expected [9]

CLOSING

Conclusion

1. Time for providing outpatient medical records 10 minutes totaling 6 medical records and outpatient medical record time 10 minutes totaling 14 medical records The provision of medical record files at the Bandung City Hospital has met the minimum service standards with standard waiting times for outpatient services that set that is an average of < 60 minutes

2. The delay in providing files is influenced by several factors, namely: the medical record has not been returned from the polyclinic, the medical record has not been returned from data processing, and the medical record has not been returned from the treatment room.

Suggestion

Based on the results of the study, it is recommended that the Bandung City Hospital maintain services according to standards and improve the quality of services that have not reached the minimum standard.

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