



ABSTRAK

Latar Belakang : Kriteria 7.1.1 terkait prosedur pendaftaran pasien merupakan salah satu kriteria yang dinilai dalam akreditasi puskesmas. Puskesmas Adipala I belum pernah akreditasi dan saat ini sedang dalam persiapan. Oleh karena itu diperlukan penelitian mengenai seberapa jauh persiapan yang sudah dilakukan.

Tujuan : Mendeskripsikan persiapan akreditasi pada kriteria 7.1.1 Standar Akreditasi Puskesmas yang dilaksanakan di Puskesmas Adipala I berdasarkan unsur manajemen 5M.

Metode : Jenis penelitian yang digunakan pada penelitian ini adalah penelitian deskriptif kualitatif dengan pendekatan studi kasus. Subjek penelitiannya adalah dua petugas pendaftaran, satu bendahara JKN, dua pengurus harian tim akreditasi, dan enam pasien. Teknik pengambilan data dengan teknik observasi, wawancara dan studi dokumentasi. Uji keabsahan data dengan triangulasi.

Hasil : Unsur *men* : ada tim akreditasi, petugas TPP belum memenuhi kualifikasi, belum membuat SOP sesuai pedoman dan tidak pernah mengikuti pelatihan pelayanan prima. Pasien sudah memahami alur pendaftaran. *Materials* : SOP pada kriteria 7.1.1 belum dibuat sesuai dengan format pedoman. Register dan formulir sudah sesuai kecuali formulir survei dan formulir rekam medis. Bagan alur belum sesuai dan kotak saran belum dilengkapi kertas dan bolpoin. *Methods*: Koordinasi dilakukan secara formal dan informal. Penyusunan dokumen akreditasi belum selesai, prosedur pendaftaran belum sesuai pedoman dan banyak *complaint* karena pendahuluan antrian pasien lansia, sistem identifikasi kepuasan sudah dilakukan. Upaya menjamin keselamatan pelanggan di TPP sudah dilakukan. *Machines* : Mesin yang masih sering *error*: sistem informasi. *Money* : Sudah ada sumber dana yang berasal dari dana kapitasi (dari BPJS) dan dana taktis.

Kesimpulan : Masih terdapat persiapan akreditasi yang perlu diperbaiki oleh Puskesmas Adipala I sehingga perlu diadakan perbaikan khususnya melakukan pelatihan pelayanan prima terhadap petugas pendaftaran.

Kata kunci : Persiapan akreditasi, kriteria 7.1.1, akreditasi puskesmas



ABSTRACT

Background: *Criteria 7.1.1 related to patient registration procedure is one of the criteria assessed in Puskesmas accreditation. Puskesmas Adipala I had never accreditation and is currently in preparation. Therefore we need research on how far the preparations made.*

Objective: *To describe the preparation of accreditation on criteria 7.1.1 Standard Puskesmas Accreditation that implemented in Puskesmas Adipala I based on management elements of 5M.*

Methods: *This type of research is descriptive qualitative research with case study approach. Subjects in this research are two registration officers, a treasurer JKN, two daily caretaker accreditation team, and six patients. Data collection techniques using observation, interview and documentation studies. The validity test of the data are triangulations.*

Results: *Men: There is accreditation team, TPP officers are not qualified yet, have not made SOP according to the guideline and never training in excellent service. Patient already understand about the workflow registration. Materials: SOP on criteria 7.1.1 aren't according to the format . Register and forms are appropriate except for survey forms and medical record forms. Registration flowchart isn't appropriate and suggestion boxes aren't equipped with paper and pen. Methods: coordination is done formally and informally. Preparation of documents for accreditation has not been completed, the registration procedure isn't appropriate with the guideline and many complaints because preliminary queues of elderly patients. Satisfaction identification system has been done. Efforts to ensure the safety of customers in the TPP have been done. Machines: Machine is still frequent error: information system. Money: There are sources of funds derived from capitation funds (from BPJS) and tactical funds.*

Conclusion: *There are still accreditation preparations that need to be improved by the Puskesmas Adipala I so it needs to be improved especially in conducting excellent service training to the registration officer.*

Keywords: *preparation for accreditation, criteria 7.1.1, Puskesmas accreditation.*