

ABSTRAK

Latar belakang: TPP IGD merupakan sub unit pendaftaran yang ada di RS. Pentingnya TPP IGD membuat petugas harus mampu bekerja sesuai kebutuhan. Terlebih adanya program JKN, jumlah dan kondisi petugas TPP IGD harus mampu menyesuaikan dengan kemajuan era kesehatan. Dengan metode WISN diharapkan petugas TPP IGD dapat memberikan pelayanan yang sesuai standar yang ada. Identifikasi kebutuhan petugas TPP IGD diharapkan dapat meningkatkan kinerja para petugas melalui sarana yang berkaitan dengan hambatan kerja yang ada.

Tujuan: Mengidentifikasi kebutuhan sumber daya manusia di TPP IGD RSUD Wonosari.

Metode: Metode penelitian deskriptif, dengan pendekatan kuantitatif, dan rancangan penelitian yaitu studi kasus.

Hasil: Terdapat 3 petugas laki-laki dan 1 petugas perempuan dengan pendidikan terakhir S1 Ekonomi 2 orang, D3 Rekam Medis 1 orang, dan SMK 1 orang. Informan 3 bekerja selama 17 tahun, informan 4 selama 11 tahun, informan 1 selama 7 tahun, dan informan 2 selama 3 bulan. Setiap petugas pernah mengikuti pelatihan pada tahun 2016. Petugas dengan status PNS berjumlah 3 orang dan THL 1 orang. Pembagian kerja bagi tiap petugas disamakan tanpa melihat pendidikan terakhir maupun status petugas di rumah sakit, setiap *shift* diisi satu orang petugas dengan durasi hari kerja per petugas 6 hari per minggu. Berdasarkan metode WISN, diketahui bahwa jumlah kebutuhan SDM pada TPP IGD adalah sejumlah 3 orang, sehingga jumlah petugas ada sebenarnya sudah sesuai dengan beban kerja yang ada. Berdasarkan wawancara, diketahui kebutuhan petugas untuk meningkatkan kinerja mereka adalah dengan adanya pelatihan maupun sosialisasi terkait dengan hambatan yang dialami.

Kata Kunci: Rekam Medis, Kebutuhan SDM, WISN

ABSTRACT

Background: *Emergency and Accident Department Patient Front Office is one of the sub units in a hospital. Understanding that Emergency and Accident Department Patient Front Office is so important, the officers are obliged to work properly. Moreover, Jaminan Kesehatan Nasional (JKN) program, the number and condition of Emergency and Accident Department Patient Front Officers need to adjust with health advancement. Through Workload Indicator Staffing Need (WISN) methodology, the officers are expected to provide service according to the fixed standard. Identification of the Emergency and Accident Department Patient Front Office's officer necessity is expected to accelerate the officer's performance through medium that related to the obstacle face in the workplace.*

Objective: *To identify human resources necessity of Emergency and Accident Department Patient Front Officers in RSUD Wonosari..*

Methods: *Descriptive research methodology with qualitative approach, and study case design research.*

Results: *There are three male officers and one female officers. Their highest education completed were two of them are Bachelor of Economy, one of them is Vocational Degree of Medical Records and one of them is graduated from Vocational High School. Third informant have worked for 17 years, fourth informant have worked for 11 years, first informant have worked for 7 years, and second informant have worked for 3 months. Every officer had ever joined a training in 2016. There are three officers who are Civil Servant. The work distribution for every officer is the same without considering the highest education completed or the officers' position in the hospital. Every shift is filled with one officer who has 6 working days per week. According to WISN, it is found that the human resources necessity for Emergency and Accident Department Patient Front Officers is 3 officers. Therefore, the current amount of officers are adequate with the work handled. Based on the interview process, it is found that the officers' necessity for advancing their performance is through training and socialization related to the obstacle that they ever faced.*

Keywords: *Medical Records, Human Resources, WISN*