

ABSTRAK

Latar belakang : unit rekam medis RSIA Sakina Idaman terdapat 1 orang kepala rekam medis dan 6 orang staf rekam medis. Dengan jumlah petugas tersebut terdapat permasalahan banyak pekerjaan yang terhambat khususnya dalam pelayanan yang diberikan langsung terhadap pasien yaitu penyediaan berkas rekam medis, walaupun sudah ada penanggungjawab dalam setiap 1 bagian. Volume kunjungan pasien setiap tahun yang meningkat beban kerja petugas bertambah, hal tersebut berdampak tidak terpenuhinya indikator sasaran strategis khususnya pelayanan yang dibuat oleh RSIA Sakina Idaman.

Tujuan : mengetahui kecepatan pelayanan berdasarkan sasaran strategis unit rekam medis RSIA Sakina Idaman tahun 2015 dan menghitung kebutuhan SDM menggunakan metode WISN, kulaifikasi pendidikan petugas rekam medis.

Metode : Jenis penelitian yaitu deskriptif pendekatan kualitatif dan rancangan penelitian studi kasus. Subjek penelitian yaitu tujuh orang petugas rekam medis, dan objek penelitian yaitu sasaran strategis pelayanan unit rekam medis tahun 2015, uraian pekerjaan. Teknik pengumpulan data menggunakan observasi, wawancara, studi dokumentasi.

Hasil : Hasil rata-rata waktu penyediaan berkas rekam medis rawat jalan yaitu 12 menit dan rawat inap 19 menit. Tidak adanya SPO waktu penyediaan berkas rekam medis. Hasil perhitungan kebutuhan SDM menggunakan metode WISN 9 SDM, dengan bagian pengolahan berkas rekam medis, admisi rawat inap, penyimpanan, assembling dan analisis berkas rawat inap, pelaporan, dan penjaminan. Kualifikasi pendidikan petugas rekam medis 4 orang D3 Rekam Medis dan 3 orang Sarjana Kesehatan Masyarakat.

Kesimpulan : Persentase keterlambatan penyediaan berkas rekam medis rawat jalan yaitu 63,77%, dan rawat inap yaitu 61,54%. Hasil perhitungan kebutuhan SDM di unit rekam medis RSIA Sakina Idaman kurang 2 orang dari 7 petugas yang sudah ada, dilakukan pengorganisasian dengan 2 orang di pelayanan dan pengolahan rekam medis. Seluruh petugas rekam medis belum pernah melakukan pelatihan khusus rekam medis.

Kata kunci : Rekam medis, WISN, Sumber Daya Manusia, kecepatan pelayanan, kualifikasi pendidikan

ABSTRACT

Background : there is 1 Head of medical record and 6 staffs of medical record in RSIA Sakina Idaman. The hospital employs so many employees staffs and if bring a new problem. There problem is the staffs work will be stunted especially in giving a direct service to the patient, such as the availability of medical record documents , although there are already responsibility each. The volume of patient visit each year that is increasing, it makes the staffs work harder, it affects the unfulfilled indicators of strategic targets, especially services made by RSIA Sakina Idaman.

Objective : knowing the speed of service based on strategic targeted in medical record unit in 2015 and calculate human resource needs by using WISN, medical recorder education qualifications

Methods : This research is a qualitative decriptive. The subjects were seven medical record officers, and the object of the research is the strategic targeted service research made by medical record unit in 2015, job descriptions. The data collection techniques is observations, interview, and study documentation.

Result : The average time result Service provision of medical record out patient record that is 12 minutes, and inpatient is 19 minutes. There is no SPO availability time of medical record provision. The calculation of human resource needs by using WISN method is 9 SDM, with medical record file processing, the hospitalisation, filing, assembling and analysis of hospitalisation service, a reporting, and assurance. Medical recorder education qualifications of 4 persons Diploma 3, and 3 people of public health degree.

Conclusion : the percentage of delay in providing outpatient medical record file that is 63,77%, and the hospitalization is 61,54%. Based on result of calculation of human resource requirement in recording unit Medical RSIA Sakina Idaman less than 2 people from 7 officers who already exist, for the more 2 people will be by organizing with 2 person in service and processing of medical record. All medical record officers have never conducted any special training on medical records.

Keyword : medical record, WISN, human resource, speed of service, education qualification