

ABSTRAK

Latar Belakang : Berkas rekam medis dituntut tersedia tepat waktu untuk digunakan oleh dokter dan perawat. Dokter dan perawat berkolaborasi sebagai pembuat informasi kesehatan yang nantinya akan didokumentasikan didalam rekam medis sebagai bukti pelayanan. Berdasarkan observasi petugas rekam medis dalam memberikan pelayanan rekam medis rawat jalan dinilai belum maksimal, dan terdapat beberapa masalah, seperti proses pelayanan yang lama sehingga mengalami keterlambatan penyediaan rekam medis ke poliklinik.

Tujuan : mengetahui tingkat kepuasan perawat poliklinik terhadap pelayanan rekam medis rawat jalan berdasarkan metode *Customer Satisfaction Index*. Mengetahui gambaran kualitas pelayanan rekam medis rawat jalan. Mengetahui atribut yang perlu diperbaiki terkait pelayanan rekam medis rawat jalan berdasarkan metode *Importance performance analysis*.

Metode : Kuantitatif Deskriptif dengan pendekatan *cross sectional*, populasi pada penelitian ini adalah perawat bagian poliklinik, sampel penelitian ini seluruh perawat bagian poliklinik yaitu 45 orang, Teknik pengumpulan data menggunakan kuesioner. Analisis data menggunakan analisis deskriptif, *Customer Satisfaction Index*, dan *Importance performance analysis*.

Hasil : Tingkat kepuasan perawat poliklinik terhadap pelayanan berkas rekam medis rawat jalan adalah 79,02%, dapat diartikan puas. Kualitas Pelayanan rekam medis rawat jalan berdasarkan dimensi *reliability* memiliki nilai rata-rata 3,09, berdasarkan dimensi *responsiveness* adalah 3,18, berdasarkan dimensi *assurance* adalah 3,13, berdasarkan dimensi *emphaty* adalah 3,22, dan berdasarkan dimensi *tangible* adalah 3,23. Dengan demikian dapat diketahui bahwa nilai rata-rata kualitas pelayanan tertinggi pada dimensi *tangible*, sedangkan nilai rata-rata yang terendah pada dimensi *reliability*. Atribut yang perlu diperbaiki terkait pelayanan berkas rekam medis rawat jalan berdasarkan metode *Importance performance analysis* adalah ketepatan waktu dalam memberikan pelayanan, dan kecepatan dan ketepatan dalam memberikan pelayanan.

Kata Kunci : Kepuasan Perawat, Pelayanan Rekam Medis, Rekam Medis Rawat Jalan, *Customer Satisfaction Index*, *Importance performance analysis*

ABSTRACT

Background: File medical records required are available in time to be used by doctors and nurses. Doctors and nurses collaborate as a maker of health information that will be documented in the medical record as proof of service. Based on the observation of medical records clerk in providing outpatient medical record service maximum rated yet, and there are some problems, such as long service process that delayed the provision of medical records to the clinic.

Objective: to know the level of satisfaction of nurses clinic against medical records of outpatient services based methods Customer Satisfaction Index. Determine the picture quality of outpatient medical record service. Knowing the attributes that need to be corrected associated outpatient medical record service based methods Importance performance analysis.

Methods: Quantitative Descriptive and cross sectional approach, the population in this study are part of the clinic nurse, nurse research sample of this entire section polyclinic ie 45 people, data collection technique using a questionnaire. Analysis of data using descriptive analysis, Customer Satisfaction Index, and the Importance of performance analysis.

Results: The level of satisfaction with the services the clinic nurse outpatient medical record file is 79.02%, can be interpreted satisfied. Quality Service outpatient medical record based on reliability dimension has an average value of 3.09, based on the dimensions of responsiveness is 3.18, based on the assurance dimension was 3.13, based on the dimensions of empathy is 3.22, and based on tangible dimension is 3,23 , Thus it can be seen that the average value of the highest quality on tangible dimension, while the average value of the lowest in reliability dimension. The attributes that need to be corrected associated services outpatient medical record file based method Importance of performance analysis is the timeliness in providing services, and the speed and accuracy in providing services.

Keywords: Satisfaction of Nurses, Medical Record Services, Outpatient Medical Records, Customer Satisfaction Index, Importance performance analysis