

# **ANALISIS DAMPAK KERUSAKAN REKAM MEDIS PASIEN RAWAT JALAN TERHADAP KEJADIAN *PATIENT SAFETY*, *RESPONSE TIME* PELAYANAN PASIEN DAN PENGAJUAN KLAIM BERKAS PASIEN RAWAT JALAN PESERTA BPJS KESEHATAN DI RUMAH SAKIT ISLAM IBNU SINA SIMPANG EMPAT KABUPATEN PASAMAN BARAT**

## **ABSTRAK**

Berdasarkan observasi awal pada bulan November 2022-Januari 2023 ditemukan 375 rekam medis rusak di RSI. Ibnu Sina Simpang Empat. Dampak kerusakan rekam medis terhadap kejadian *patient safety* sasaran I sebanyak 124, sasaran II sebanyak 36, dan sasaran III sebanyak 56. Dampak terhadap *response time* pelayanan yang tidak sesuai sebanyak 235 pasien. Dampak terhadap pengajuan klaim BPJS yang tertunda sebanyak 157 pasien. Tujuan penelitian adalah untuk mengetahui dampak kerusakan rekam medis pasien rawat jalan di RSI Ibnu Sina Simpang Empat.

Rancangan penelitian adalah diskriptif analitik kualitatif. Sampel penelitian sebanyak 8 responden yang diwawancarai dengan sampel pendukung sebanyak 826 rekam medis rawat jalan yang rusak. Teknik pengumpulan data yang digunakan adalah wawancara dan observasi.

Hasil penelitian menunjukkan bahwa rekam medis yang rusak berdampak terhadap kejadian *patient safety* sasaran I berupa terjadi kesalahan dalam mengidentifikasi pasien, sasaran II berupa terputusnya komunikasi pemberi layanan dengan pasien dan sasaran III berupa terjadi kesalahan pemberian obat kepada pasien. Dampak terhadap *response time* pelayanan tidak sesuai (>10 menit). Dampak terhadap pengajuan klaim BPJS yang tertunda yaitu beban kerja bertambah.

Kesimpulan penelitian ini yaitu dampak kerusakan rekam medis terhadap *patient safety*, *response time* pelayanan, dan pengajuan klaim BPJS.

**Kata kunci : dampak kerusakan rekam medis, *patient safety*, *response time*, dan pengajuan klaim BPJS**

**ANALYSIS OF THE IMPACT OF DAMAGE TO OUTPATIENT  
MEDICAL RECORDS ON PATIENT SAFETY EVENTS, PATIENT  
SERVICE RESPONSE TIME AND SUBMISSION OF CLAIMS FOR  
OUTPATIENT PATIENT FILES PARTICIPATING IN HEALTH BPJS AT  
THE IBNU SINA ISLAMIC HOSPITAL SIMPANG FOUR WEST  
PASAMAN DISTRICT**

**ABSTRACT**

Based on preliminary observations in November 2022-January 2023, 375 damaged medical records were found at RSI. Ibnu Sina Simpang Empat. The impact of medical record damage on the incidence of patient safety target I as much as 124, target II as much as 36, and target III as much as 56. The impact on inappropriate service response time is 235 patients. The impact on the submission of BPJS claims was delayed by 157 patients. The purpose of the study was to determine the impact of damage to medical records of outpatients at RSI Ibnu Sina Simpang Empat.

The research design is descriptive qualitative analysis. The research sample consisted of 8 respondents who were interviewed with a supporting sample of 826 damaged outpatient medical records. Data collection techniques used are interviews and observation.

The results showed that damaged medical records had an impact on patient safety, target I was an error in identifying the patient, target II was the interruption of communication between the service provider and the patient and target III was an error in giving the drug to the patient. The impact on service response time is inappropriate (>10 minutes). The impact on delayed BPJS claim submissions is that the workload increases.

The conclusion of this study is the impact of damage to medical records on patient safety, service response time, and submission of BPJS claims.

**Keywords: the impact of medical record damage, patient safety, response time, and claim submission.**