

ANALISIS KINERJA TENAGA REKAM MEDIS BAGIAN PENDAFTARAN IGD DI RUMAH SAKIT WANGAYA KOTA DENPASAR

ABSTRAK

Salah satu unit kerja di Rumah Sakit adalah rekam medis pendaftaran pasien IGD. Pendaftaran IGD tidak hanya sebatas registrasi pasien tetapi termasuk jaminan kepesertaan, hak kelas, denda BPJS, syarat PKS, pasien dirujuk dan dipindahkan, koordinasi dengan RS rujukan. Melihat latar belakang tersebut penelitian bertujuan untuk mengetahui kinerja tenaga rekam medis bagian pendaftaran IGD di RSUD Wangaya Kota Denpasar.

Metode penelitian adalah metode kualitatif, mengkaji perspektif partisipan dengan strategi yang bersifat interaktif dengan karyawan.

Hasil penelitian menggambarkan hasil kerja dari beban tugas petugas pendaftaran IGD sesuai dengan standar pelayanan minimal rumah sakit. Ketentuan hasil kerja pada deskripsi pekerjaan pendaftaran telah diselesaikan sesuai ketentuan hasil. Melihat dari latar belakang beban kerja tinggi muncul akibat dari tuntutan tugas, berdasarkan observasi hal tersebut muncul tidak hanya dari beban kerja tetapi juga tuntutan publik untuk memuaskan keinginan masyarakat. Observasi lapangan menunjukkan, petugas rekam medis bagian pendaftaran IGD lebih banyak dalam posisi duduk, aktifitas berjalan kurang dan waktu istirahat tidak mencukupi saat *overload* kunjungan.

Kesimpulan : kinerja tenaga rekam medis memenuhi unsur kualitas kerja, kemampuan dan komunikasi tetapi masih terdapat 50% petugas yang belum siap mengambil inisiatif pribadi, ditemukannya keterlambatan waktu pulang kerja antar sift kerja. Kinerja tenaga rekam medis belum memenuhi unsur kualitas kerja dan komunikasi ketika waktu istirahat tidak cukup sehingga mempengaruhi kualitas kerja. Saran : agar rumah sakit mempertimbangkan evaluasi waktu kerja khususnya serah terima antar sift, menyediakan media elektronik untuk komunikasi, informasi dan edukasi dan penelitian selanjutnya mengembangkan kualitas kerja dihubungkan dengan teknologi kesehatan seperti rekam medis elektronik atau *telemedicine*.

Kata Kunci : kinerja, tenaga rekam medis, pendaftaran IGD

**ANALYSIS OF THE PERFORMANCE OF MEDICAL RECORD PERSONNEL
IN THE IGD REGISTRATION SECTION AT WANGAYA HOSPITAL,
DENPASAR CITY**

ABSTRACT

One of the work units in the hospital is the medical record for registering emergency room patients. Emergency room registration is not only limited to patient registration but also includes membership guarantees, class privileges, BPJS charges, PKS requirements, referred and transferred patients, and coordination with referral hospitals. Looking at this background, the study aims to determine the performance of medical record personnel in the emergency department at Wangaya Hospital, Denpasar City.

The research method is qualitative, examining the perspectives of participants with a strategy that is interactive with employees.

The results of the study detail the workload of the registration officer in the emergency room, which aligns with the hospital's minimum service standards. The provision of work results in the registration job description being completed according to the provisions of the results. High workload arises not only from task demands but also from public demands to satisfy the wishes of the community, as observed in the background of the situation. Field observations indicated that medical record officers in the emergency department registration are mostly in a sitting position, have fewer walking activities, and have insufficient rest time during overload visits.

The conclusion indicates that while the performance of medical record staff meets the elements of work quality, ability, and communication, 50% of the officers are still not prepared to take personal initiative, and there is a delay in their departure time between work shifts. The performance of medical record personnel has not fulfilled the elements of work quality and communication when the rest time is not enough, thus affecting the quality of work. Suggestions include that hospitals should evaluate work time, particularly the handover process between shifts, provide electronic media for communication, information, and education, and conduct further research to enhance work quality related to health technology such as electronic medical records or telemedicine.

Keywords: performance, medical record personnel, emergency department registration