

Assessment of the Performance of Medical Records in Outpatient Registration at the Maternal and Child Special Hospital "Pertivi" Makassar

Muhammad Thabran Talib¹ (corresponding author), Evi Lusiana², Ahmad Jayadie³

¹Lecturer, Sekolah Tinggi Ilmu Kesehatan Panakkukang Makassar, Indonesia; thabrantalib7@gmail.com

²Lecturer, Sekolah Tinggi Ilmu Kesehatan Panakkukang Makassar, Indonesia

³Lecturer, Sekolah Tinggi Ilmu Kesehatan Panakkukang Makassar, Indonesia

Submitted: June 17, 2022 -Revised: July 22, 2022 -Accepted: July 29, 2022 -Published: July 31, 2022

ABSTRACT

To achieve the goal of good medical record services, it is necessary to improve the quality of medical records by the Medical Record Work Unit, where these quality improvement efforts are highly dependent on the availability of clear, accurate, reliable data and information, and timely presentation. The health data and information contained in the medical record file is very useful for the management of health care institutions to assess the services provided, whether they are of good quality, efficient and effective. This study aims to determine: 1) the performance of medical records and health information services; 2) clarity of information about service flow; 3) speed of service at registration; and 4) patient satisfaction in the outpatient unit registration department, at Maternal and Child Special Hospital "Pertivi" Makassar. This type of research is quantitative with a descriptive approach. The study was conducted from January to February 2022, involving 135 patients as respondents. Data was collected by filling out a questionnaire with a Likert scale. Furthermore, descriptive data analysis was carried out. The results of the analysis show that the distribution of clarity of information was: very good = 1,452, good = 726, poor = 90, very poor = 25, with a value of 84.92%. The distribution of service speed was: very good = 1,552, good = 669, poor = 86, very poor = 21, with a value of 86.22%. The distribution of patient satisfaction was: very good = 1,600, good = 693, poor = 50, very poor = 19, with a value of 87.48%. Furthermore, it was concluded that the medical record service in the outpatient registration section was very good, both in terms of clarity of information, speed of service and patient satisfaction.

Keywords: medical record; patient registration; outpatient unit; clarity; speed; patient satisfaction

INTRODUCTION

Background

Performance, namely achievement, implementation, and achievement in carrying out work. Performance is an individual achievement within a company's scope, which is in accordance with the desired expectations, no law is violated, and norms are still applied⁽¹⁾. Today, society or consumers demand quality public services. The community is smarter and more open in expressing their opinions regarding the services they receive or experience. Therefore, service providers must further improve the quality of their services in order to achieve public satisfaction. If the community does not get satisfaction from the services provided, negative perceptions will arise which will have an impact on the service provider institution.

Regulation of the Minister of Health of the Republic of Indonesia Number 269 of 2008, Article 1 states that medical records are files that contain notes and documents regarding patient identity, examination, treatment, action, and other services that have been provided to patients. The medical record unit is one of the units that needs to be in the health service at the hospital. Management of medical records in hospitals as a support for achieving administrative order in the context of efforts to achieve hospital goals, namely improving the quality of health services in hospitals. In managing medical records to support the quality of service for hospitals, medical record management must be effective and efficient⁽²⁾.

Performance is an individual achievement within a company's scope that is in accordance with the desired expectations, no laws have been violated, and norms are still applied. Patient Registration Place is a facility in a health facility, whether in a hospital, clinic, or puskesmas that is used to collect information from patients. The service at the outpatient registration site is a place where patients and officers make contact for the first time with a large number of patients who come from various places with diverse socio-cultures. In addition, contact occurs between patients who can provide an assessment of the quality of service⁽³⁾. The provision of quality health services is a service provider that is able to continuously provide a satisfying service experience over a long period of time. One of the health services that many people attend is outpatient care. The place where the patient wants

to do an examination, a patient must do it. Registration first at Outpatient Reception. Therefore, the quality of service at Outpatient Reception Centers is very necessary to provide services. Therefore, the quality of service contained in the quality of hospital services has two components, namely compliance with predetermined quality standards and fulfillment of patient satisfaction. Hospitals must provide services that focus on patient satisfaction. Improving the quality of health services can be started by evaluating each of the elements that play a role in shaping patient satisfaction ⁽⁴⁾. Assessment of individual characteristics at work is based on educational status, experience, speed of service and individual persona. Everyone has a character that is not the same as others. This reflects individual potential and abilities. So that individual characteristics that are not suitable will also affect the performance of the individual itself, such as constraints in data management, where there is scattered or inappropriate data and clarity of patient service flow information. This is because the standards that must be met by hospitals to obtain recognition and assessment are medical record standards ⁽⁵⁾.

Departing from this, it is important to understand how the quality of outpatient services in hospitals. Outpatient services have a very important influence, namely medical services provided to patients with the aim of observing, diagnosing, treating and rehabilitating patients without requiring inpatient services. In providing services to outpatients, hospitals must strive to provide the best health services that have a high enough contact person and can provide satisfaction to the community.

Purpose

This study aims to determine the performance of medical record services, the clarity of service flow information, the speed of service and patient satisfaction in the registration section of the Outpatient Unit Maternal and Child Special Hospital "Pertiwi" Makassar.

METHODS

This type of research was quantitative with a descriptive approach, which aims to evaluate the success of medical record services in the outpatient unit registration section. The study was conducted from January to February 2022. This study involved patients in the outpatient unit registration department, Maternal and Child Special Hospital "Pertiwi" Makassar who were willing to become respondents by signing an informed consent. The sample size was 135 patients as respondents.

Service performance was measured by three variables including: 1) information clarity, 2) service speed, and 3) patient satisfaction. Each variable was measured through a questionnaire consisting of 15 items. Each item used a Likert Scale. The service value categories were 1 to 4, namely: 4 = Very Good, 3 = Good, 2 = Poor, and 1 = Very Poor. The value of the score was described in percentages, namely: Very Good = 75.00%-100%, Good = 50.00%-74.99%, Poor = 25.00%-49.99%, and Very Poor = 0% -24.99%.

RESULTS

The results of data analysis are presented in tabular form, which are described in detail as follows.

Characteristics of Respondents

Table 1. Characteristics of respondents

Characteristics	Frequency	Percentage
Gender		
-Female	83	61.36
-Male	52	38.64
Age		
-≤30 years	25	18.94
-30-40 years	75	56.82
-≥40 years	35	24.24
Visits		
-New visits	68	50.37
-Old visits	67	49.63

Clarity of Registration Flow Information

Table 2. Distribution of flow information clarity

Information clarity	Nilai			
	Very good	Good	Less	Very less
1) Service information is easy to access	75	48	8	4
2) The availability of outpatient service flow that is easy to understand	80	46	7	2
3) Officers perform services according to the queue	63	52	10	10
4) Officers direct patients to the polyclinic after registering	75	49	6	5
5) Clear terms of service	70	47	14	4
Total	363	242	45	25

Very good : 4 x 363 = 1,452
 Good : 3 x 242 = 726
 Less : 2 x 45 = 90
 Very less : 1 x 25 = 25
 Total : 2,293

Total highest score: Highest score value x number of questions x number of respondents: 4 x 5 x 135 = 2,700
 Percentage: Total score / total highest score x 100% = 2,293 / 2,700 x 100% = 84.92%.

Speed of services

Table 3. Distribution of speed of patient registration services

Speed of services	Nilai			
	Very good	Good	Less	Very less
1) Waiting time at outpatient registration <60 minutes	78	43	10	4
2) The speed of officers in preparing medical record files	70	52	8	5
3) Responsiveness of staff to patient questions	76	45	10	4
4) Responsiveness of officers in handling patient complaints	80	40	10	5
5) Calmness and dexterity of officers in providing information that is still unclear to patients	84	43	5	3
Total	388	223	43	21

Very good : 4 x 388 = 1,552
 Good : 3 x 223 = 669
 Less : 2 x 43 = 86
 Very less : 1 x 21 = 21
 Total : 2,328

Total highest score: Highest score value x number of questions x number of respondents: 4 x 5 x 135 = 2,700
 Percentage: Total score / total highest score x 100% = 2,328 / 2,700 x 100% = 86.22%.

Patient Satisfaction

Table 4. Distribution of patient satisfaction

Speed of services	Nilai			
	Very good	Good	Less	Very less
1) Correspondence between information and the type of service received	82	43	5	5
2) Patient comfort in the service environment	75	52	4	4
3) Friendliness and courtesy of officers	78	50	5	2
4) Focus and responsibility of officers in providing services	82	42	6	5
5) Satisfaction and return visit plans	83	44	5	3
Total	400	231	25	19

Very good : 4 x 400= 1,600

Good : 3 x 231= 693

Less : 2 x 25 = 50

Very less : 1 x 19 = 19

Total : 2,362

Total highest score: Highest score value x number of questions x number of respondents: 4 x 5 x 135 = 2,700

Percentage: Total score / total highest score x 100% = 2,362 / 2,700 x 100% = 87.48%.

Performance of Medical Records and Health Information Services

Table 5. Distribution of service performance

Service performance	Value	Highest value
Information clarity	2,293	2,700
Service speed	2,328	2,700
Patient Satisfaction	2,362	2,700
Total	6,983	8,100

The percentage of service performance is: Total score / Total highest score x 100% = 6,983 / 8,100 x 100% = 86.20%

DISCUSSION

Clarity of Service Flow Information

Based on responses from 135 patients as respondents, service information at the hospital was easily accessible, the flow of services was clearly understood by patients. According to the Language Development and Development Agency of the Republic of Indonesia, access to health services can be interpreted as a form of health service with various types of services, which can be reached by the community. This is in accordance with the statement ⁽⁶⁾ that improving the quality of health services from an access point of view requires a complete perspective from both the service provider and the public as service users. According to Tri Laksono (2016), it is undeniable that there are some unresolved public health problems, one of which is the problem of access to health services by the public as customers. The flow of services for patients visiting the outpatient unit begins with registration, waiting for examination or treatment in the examining room. This is in accordance with the statement of Amalia ⁽⁷⁾ that public services enable public participation in providing services so that people who need services can reach them more easily.

The percentage of clarity of service flow information in the outpatient unit registration section was 84.92%. This shows that the clarity of service flow information is very good. The researcher believes that the clarity of

service flow information will have a good impact on the hospital because more and more people will know the important information in the hospital.

Service Speed

The patients considered that in general, the hospital provided fast service, both in terms of waiting time, preparation of medical record files, responsiveness in answering questions, responsiveness in handling complaints, and dexterity in helping patients who needed clear information. Speed of service is the target time for services to be completed within the time set by the service delivery unit. Service speed has a close relationship with patient satisfaction. So service providers must provide the best quality of service possible so that close relationships in terms of patient satisfaction can be maintained. It is called fast if the waiting time does not exceed 60 minutes, and it is called long if the waiting time is more than 60 minutes. One of the indicators of patient satisfaction in the outpatient unit is the speed at which patients are accepted by registration officers or the fast waiting time to get service. The waiting time at patient registration sites and polyclinics is highly dependent on the responsiveness, willingness, readiness, attitude, and speed of officers who can provide patient satisfaction in fulfilling their needs to get services at the hospital ⁽⁸⁾.

The results of the analysis show that the percentage of speed of service in the patient registration section is 86.22%. This shows that the speed of service in the registration section is very good. According to the researcher's opinion, the slowness of officers in preparing medical record files can make the queue for other patients longer, resulting in inefficient use of time.

Patient Satisfaction in the Registration Department

Based on the responses of the respondents, in general the outpatient unit registration service can provide satisfaction to patients, both in terms of the suitability of the information with the type of service, the comfort of the environment in the registration unit, the friendliness and courtesy of the staff, the focus and responsibility in service, as well as the sense of satisfaction and desire to visit again.

Patient satisfaction is the level of one's feelings after comparing perceived performance with expectations. So the level of satisfaction is a function of the difference between perceived and expected performance. If the performance matches expectations, the patient will be satisfied. In providing health services, hospitals must be more careful, because if patients often feel dissatisfied, many customers or patients will be lost. The level of customer satisfaction is very dependent on the quality of service provided ⁽⁹⁾.

This is in accordance with the statement of Simanjuntak ⁽¹⁰⁾ that patient satisfaction affects the assessment of the quality and quality of service to a health facility. Several aspects that can be used to evaluate patient satisfaction are aspects of comfort, patient relationship with hospital staff, technical competence of staff, and costs. If the staff's performance is worse than what the patient expects, then the patient will feel dissatisfied or dissatisfied with the service received.

Meanwhile, the results of this study indicate that there are still some patients who feel uncomfortable in the enrollment unit environment. According to Nurlina ⁽¹¹⁾, comfort is not directly related to the effectiveness of health services, but affects patient or consumer satisfaction so that it encourages patients to come back for treatment at that place.

Patients who come to visit for treatment through the registration department will be satisfied if the performance of the health services they receive equals or exceeds their expectations. Conversely, patient dissatisfaction or feelings of disappointment will arise if the performance of the health services they receive does not match their expectations. Complaints are a sign of dissatisfaction and this relates to the service of the officers. Dissatisfaction with health services that often occurs is due to the attitudes and behavior of officers, delays in services by doctors and nurses, lack of clear communication, long registration processes, and lack of environmental and room cleanliness ⁽⁷⁾.

According to Notoatmodjo (2010), there are several factors that influence patient satisfaction. The first is knowledge, where a person's level of knowledge can affect individual behavior, where the higher a person's level of knowledge about health, the higher their participation. The second is awareness, where if knowledge can be understood, then automatically arises an awareness to behave. The third is a positive attitude which is a reaction or response of someone who is still closed to a stimulus or object. Meanwhile, one of the compensations for a positive attitude is receiving, meaning that people want and pay attention to the stimulus given ⁽⁷⁾.

The percentage of patient satisfaction in the outpatient unit registration section was 87.48%, indicating that the patients were very satisfied with the services provided. According to the researcher's opinion, the lack of comfort that patients get may come from the friendliness of the staff or the lack of existing facilities to wait in

line. This can be corrected by knowing what makes the patient uncomfortable with the availability of a suggestion box.

Performance of Medical Records and Health Information Services

Based on the total assessment of all variables, the percentage of medical record and health information service performance in the outpatient unit registration section was 86.20%. This shows that in general, service performance is in the very good category. According to the researcher's opinion, performance appraisal is the process of assessing personal work in an administrative activity which is an evaluation of personal work performance by comparing performance standards. This performance appraisal activity helps decision making and provides feedback to personnel. Aulia ⁽¹²⁾ stated that the process of developing capabilities in the direction desired by the organization concerned by having the ability to work in medical record services and good health information will improve performance results.

Performance is the appearance of personal work both in terms of quality and quantity in an organization. Performance can be the appearance of individuals or work groups. The appearance of the work is not limited to personnel holding functional or structural positions, but also to all levels of personnel within the organization.

In the opinion of the researchers, the ability between performance appraisal and clarity of information flow, speed of registration services and patient satisfaction at registration will be able to improve the performance of medical record personnel because excellent performance depends on each individual, whether they have the ability and willingness to achieve it. So, even though these medical record officers have different levels of education, each has the same opportunity to produce good performance.

The description of performance involves 3 important components, namely: goals, measurements and assessment. Determining the goals of each organizational unit is a strategy to improve performance. This goal will provide direction and influence how the work behavior expected by the organization should be for each officer. However, setting goals alone is not enough, therefore it is necessary to measure whether a worker has achieved the expected performance. For this reason, quantitative and qualitative measurements for performance standards for each task and position of personnel play an important role. The third aspect is appraisal, which in this case is regular performance appraisal which is linked to the process of achieving the performance objectives of each personnel. This action will make officers always goal-oriented and work behavior in accordance with and in the direction of the goals to be achieved. Thus it is clear that the notion of performance with a description of operational measurement goals and regular assessments has an important role in caring for and increasing the motivation of staff, especially medical record and health information staff ^(1,13).

CONCLUSION

Based on the results of the study it was concluded that in general, medical record services and health information at the outpatient registration unit, Maternal and Child Special Hospital "Pertiwi" Makassar A were very good.

REFERENCES

1. Ilyas Y. *Kinerja Teori, Penilaian dan Penelitian*. Depok: Kajian Ekonomi Kesehatan FKMUI ; 2002.
2. Giyana F. *Analisis Sistem Pengelolaan Rekam Medis Rawat Inap Rumah Sakit Umum Daerah Kota Semarang*. Jurnal Kesehatan Masyarakat Universitas Diponegoro. 2012.
3. Fether B. *Analisis Sistem Pendaftaran Pasien Rawat Jalan di Puskesmas Kecamatan Duren Sawit Jakarta Timur*. JMIKI. 2014.
4. Subariyanti H. *Pengaruh Kualitas Pelayanan terhadap Kepuasan Pasien Pada Salah Satu Klinik di Jakarta*. Jurnal Ekonomi. 2020;22(3).
5. Handayani NA. *Pengaruh Karakteristik Petugas Rekam Medis terhadap Kinerja Petugas di RSAU Dr. Efram Harsana Lanud Iswahjudi Magetan*. Madiun: Sekolah Tinggi Ilmu Kesehatan Bhakti Husada Mulia; 2021.
6. Loviani TG. *Tingkat Kepuasan Pasien Rawat Jalan di Puskesmas Banguntapan II Bantul Yogyakarta*. Yogyakarta: Unjaya; 2016.
7. Amalia I. *Faktor yang berhubungan dengan mutu pelayanan kesehatan terhadap kepuasan pasien BPJS Rawat Jalan Puskesmas Paccerakkang Kota Makassar*. Makassar: UNHAS; 2018.
8. Marlina L. *Faktor yang Mempengaruhi Waktu Tunggu Pasien Ditinjau dari Aspek Kepuasan di Pelayanan Rawat Jalan (TP2RJ) Rumah Sakit*. Makassar: Sekolah Tinggi Ilmu Kesehatan Panakkukang; 2021.
9. Megatsari H. *Perspektif Masyarakat tentang Akses Pelayanan Kesehatan*. HSR. 2018.

10. Simanjuntak M. Tinjauan Kepuasan Pasien Di Pelayanan Rawat Jalan Terhadap Waktu Tunggu Penyediaan Berkas Rekam Medis Di RSUD Imelda Pekerja Indonesia Medan Tahun 2019. *Jurnal Ilmiah Perekam dan Informasi Kesehatan Imelda*. 2019.
11. Nurlina. *Kualitas Pelayanan Rawat Jalan di Puskesmas Kecamatan Anggeraja Kabupaten Enrekang*. KIMAP. 2021.
12. Aulia D. *Faktor yang Mempengaruhi Kinerja Petugas dalam penyediaan Berkas Rekam Medis Rawat Jalan di Rumah Sakit*. Makassar: Sekolah Tinggi Ilmu Kesehatan Panakkukang; 2020.
13. Meivani E. *Hubungan Kecepatan Pelayanan Pendaftaran Rawat Jalan dengan Kepuasan Pasien di Unit Rawat Jalan Rumah Sakit Mulya Tangerang*. Jakarta: Universitas Esa Unggul; 2015.