

INSTITUT TEKNOLOGI DAN KESEHATAN MAHARDIKA

FAKULTAS KESEHATAN

PROGRAM STUDI REKAM MEDIS DAN INFORMASI KESEHATAN

Karya Tulis Ilmiah, Juli 2023

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**FAKTOR-FAKTOR YANG MEMPENGARUHI TERHAMBATNYA PROSES
PENDAFTARAN PASIEN BERDASARKAN E-PUSKESMAS
DI PUSKESMAS SUNYARAGI KOTA CIREBON**

xv + 31 halaman + 2 tabel + 1 bagan + 17 lampiran

ABSTRAK

Pendaftaran Pasien merupakan proses awal terjadinya rekam medis di setiap fasilitas pelayanan kesehatan, di tempat pendaftaran pasien akan didata identitas pribadi pasien serta keperluan kunjungannya ke puskesmas. Oleh karena itu, untuk dapat memuaskan pelanggan dan mendorong mereka kembali menggunakan pelayanan kesehatan yang berkelanjutan, maka setiap pelayanan kesehatan yang melayani masyarakat harus memenuhi kebutuhan masyarakat dengan memberikan pelayanan prima setinggi mungkin.

Tujuan penelitian untuk mengetahui tentang faktor-faktor yang mempengaruhi proses pendaftaran pasien berdasarkan E-Puskesmas di Puskesmas Sunyaragi Kota Cirebon. Jenis penelitian yang digunakan adalah metode deskriptif dengan pendekatan kuantitatif. Instrumen yang digunakan dalam penelitian ini adalah lembar observasi (lembar check list). Penelitian ini menggunakan 6 dari metode pieces yang terdiri dari 6 metode yaitu : *Performance, Information, Economics, Control, Efficiency, Service*. Berdasarkan metode pieces tersebut jumlah terbanyak pada penelitian ini adalah *Efficiency, Control, dan Service*.

Hasil penelitian ini menunjukkan bahwa dari 80 data dari proses pendaftaran pasien di Puskesmas Sunyaragi yang diteliti, terdapat 40 data pendaftaran pasien yang tidak lengkap dan terdapat 38 data pendaftaran pasien yang lengkap serta 2 kali mengalami gangguan. Penelitian ini menggunakan 6 dari metode pieces yang terdiri dari 6 metode yaitu : *Performance, Information, Economics, Control, Efficiency, Service*. Berdasarkan metode pieces tersebut jumlah terbanyak pada penelitian ini adalah *Efficiency, Control, dan Service*. *Control* pada penelitian ini menunjukkan pelaksanaan pendaftaran pasien pada aplikasi E-puskesmas sudah sesuai dengan SOP yang ditetapkan. *Efficiency* pada penelitian ini menunjukkan proses pendaftaran menjadi terhambat karena banyak pasien yang tidak membawa kartu identitas seperti kartu BPJS, Kartu keluarga (KK). Dan *service* pada penelitian ini menunjukkan apabila jaringan sedang error/lemot petugas langsung memberikan informasi kepada pasien agar tidak menimbulkan antrian yang lama.

Kata kunci : Proses Pendaftaran Pasien, Pendaftaran E-Puskesmas, Metode Pieces
Daftar Pustaka : 30 (2012-2022)

MAHARDIKA INSTITUTE OF TECHNOLOGY AND HEALTH

HEALTH FACULTY

MEDICAL RECORDS AND HEALTH INFORMATION STUDY PROGRAM

Scientific Writing, July 2023

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**THE AFFECTING FACTORS OF OBSTRUCTING PATIENT REGISTRATION
PROCESS BASED ON ELECTRONIC PUBLIC HEALTH CENTER AT
SUNYARAGI PUBLIC HEALTH CENTER IN CIREBON CITY**

xv + 31 pages + 2 tables + 1 chart + 17 appendices

ABSTRACT

Patient registration is the initial process of medical records occurring in every health care facility, where patient registration will record the patient's personal identity and the need for visits to the puskesmas. Therefore, to be able to satisfy customers and encourage them to return to using sustainable health services, every health service that serves the community must meet the needs of the community by providing the highest possible excellent service.

The research objective was to find out about the factors that influence the patient registration process based on the E-Puskesmas at the Sunyaragi Health Center, Cirebon City. The type of research used is descriptive method with a quantitative approach. The instrument used in this study was an observation sheet (check list sheet). This study uses 6 of the pieces method which consists of 6 methods, namely: Performance, Information, Economics, Control, Efficiency, Service. Based on the pieces method, the highest number in this study are Efficiency, Control, and Service. The results of this study indicate that of the 80 data from the patient registration process at the Sunyaragi Health Center studied, there were 40 patient registration data that were incomplete and 38 patient registration data that were complete and 2 times experiencing interference.

Control in this study showed that the implementation of patient registration in the E-Puskesmas application was in accordance with the established SOP. Efficiency in this study showed that the registration process was hampered because many patients did not carry identity cards such as BPJS cards, family cards (KK). And the service in this study shows that if the network is having errors/slow, the officers will immediately provide information to patients so as not to cause long queues. The study uses 6 of the pieces method which consist of 6 method namely: Performance, Information, Economics, Control, Efficiency, Service. Based on the pieces method, the highest number was in study slows the implementation of patient registration on the E-Puskesmas application according to established SOP. Efficiency in this study shows the enrollment process was hampered because many patients did not carry identity cards surch as BPJS cards, family cards (KK). And services this study shows if the network is having an error/ slow officer immediately provide information to the patient so as not to cause long queue.

*Keywords : Patient Registration Process, E-Puskesmas Registration, Pieces method.
Bibliography : 30 (2012-2022)*