

Evaluasi sistem antrian pendaftaran online terjadwal waktu layanan bagi pasien rujukan BPJS di poliklinik rawat jalan RSUD Budhi Asih tahun 2016-2017

Koesrindartia, Nikensari

Deskripsi Lengkap: <https://lib.fkm.ui.ac.id/detail.jsp?id=128244&lokasi=lokal>

Abstrak

ABSTRAK Nama : Nikensari & Koesrindartia Program Studi : Kajian Administrasi Rumah Sakit
Judul : EVALUASI SISTEM ANTRIAN PENDAFTARAN ONLINE TERJADWAL WAKTU LAYANAN BAGI RUJUKAN BPJS DI POLIKLINIK & RAWAT JALAN RSUD BUDHI ASIH TAHUN 2016 & 2017 Penelitian ini adalah Studi Kasus dilakukan dengan pendekatan kualitatif eksploratif yang secara umum bertujuan mengevaluasi Kebijakan Sistem Antrian Pendaftaran Online Terjadwal Waktu Layanan yang selanjutnya disebut sebagai (SI ALI JADUL) pada pasien rujukan BPJS di Poliklinik & Rawat Jalan RSUD Budhi Asih Jakarta Timur. Penelitian dilakukan selama & Bulan April & Mei 2017. Data kualitatif (primer) & berupa FGD dan wawancara mendalam, & dilengkapi data kuantitatif (sekunder) berupa & dokumen data sampel penelitian Bulan September 2016 - & April 2017 serta & observasi lapangan. Hasil penelitian menunjukkan pemanfaatan SI ALI JADUL selama 8 bulan implementasi & sebesar 70,14%. Distribusi pendaftaran pasien berasal dari poliklinik sebesar 59,07%, loket penjadwalan sebesar 15,10%, kontrol rawat inap sebesar 9,32%, pre-operasi sebesar 4,57%, Sistem Penjadwalan Rujukan Online (SPRO) dari puskesmas sebesar 9,32% dan Web/Android sebesar 3,69%. Pada evaluasi kinerja, capaian efektifitas SI ALI & JADUL, yaitu ketepatan waktu kehadiran & pasien. & Jumlah pasien terbanyak & pada Kategori Hadir Tepat Waktu sebesar & 73,08%, & yaitu & hadir & di masa cetak SEP 30 menit sebelum slot penjadwalan jam layanan, Dan jumlah pasien & paling sedikit pada Kategori Hadir Mendahului Waktu 240 menit atau lebih sebesar (0,06%) sebelum slot penjadwalan jam layanan. & Capaian efisiensi & SI ALI JADUL yaitu ketepatan waktu tunggu mendapatkan layanan. Peringkat pertama jumlah pasien terbanyak pada Kategori Waktu Tunggu Layanan & (60-120 menit) sebesar & 28,78% . Sedangkan Kategori Waktu Tunggu Layanan Tepat & Waktu, & sesuai SPM Rawat Jalan & (< 60 menit) berada di peringkat keempat sebesar & 16,13%. Identifikasi Critical Factor Succes & SI ALI JADUL, didapatkan & kategori High Priority sebesar 75%, kategori Medium Priority sebesar 20 % dan kategori Low Priority sebesar 5 % . Kemudian dilakukan & & Analisa Fit/Gap & SI ALI JADUL didapatkan & Kategori & Fit sebesar 45% , & kategori Partial Fit sebesar 25 % dan kategori & Gap & sebesar 25%. Kata Kunci : CFS; Evaluasi ; Fit/Gap Analysis; Sistem Antrian Pendaftaran Online Terjadwal Waktu Layanan & (SI ALI JADUL)

ABSTRACT Nama : Nikensari & Koesrindartia Programme Study : Study of Hospital Administration Judul : EVALUATION OF ONLINE APPOINTMENT REGISTRATION SYSTEM WITH SCHEDULED SERVICING TIME FOR BPJS PATIENTS ON OUTPATIENT CLINICS AT RSUD BUDHI ASIH FOR 2016 - 2017 This research is a studied case that conducted with qualitative and explorative approachs with main objective is to evaluate a policy implementation of Online Appointment Registration System with Scheduled Servicing Time (SI ALI JADUL) for BPJS patients in outpatient Clinics at RSUD Budhi Asih East Jakarta for 2016 & 2017. This research has been

conducted in 2 months (April-May 2017) and sampled data taken from RSUD Budhi Asih East Jakarta. Qualitative data taken from Focus Group Discussion and exhaustive interviewed. Equipped with Quantitative secondary data such as reviewed internal documentation and site observation. Result of this research is found that average utilization of SI ALI JADUL online system during 8 months implementation is 70,14%. Distribution of patients registration from polyclinic registration is 59,07%, Scheduled on-site registration is 15,10%, inpatient controlling registration is 9,32%, pre-operation registration is 4,57%. Online appointment source from government primary health care (Puskesmas) through Online Scheduled Appointment Patient System (SPRO) is 9,32% and data from web internet and android application is 3,69%. From performance evaluation of effectivity of SI ALI JADUL shown that patients who visit to hospital have 3 visiting time category i.e.: Advanced time, accurate time, and delayed time category. The most patients is accurate time category (73,08%), this category for patients who came in =<30 minutes before clinic servicing time. The less patients is advanced time category (0,06%), this category for patients who came in =<240 minutes before clinic servicing time. From performance evaluation of efficiency of SI ALI JADUL is accuracy of patients waiting time to be serviced. The first rank is waiting time category 60-120 min. (28,78%), The fourth rank is accurate time category =<60 min. (16,13%). Critical Factor Success for Successful of SI ALI JADUL online system have 3 category i.e.: High priority is 75%, Medium priority is 20%, and Low priority is 5%. Then from Fit/Gap analysis of SI ALI JADUL found that Fit category is 45%, Partial Fit category is 25% and Gap category is 25%. Key Words : CFS – Evaluation - Fit/GapAnalyze – Online Appointment Registration System With Scheduled Servicing Time</p>