

Analisis waktu tunggu penyelesaian administrasi pulang pasien rawat inap dengan jaminan perusahaan asuransi di RS Siloam Kebon Jeruk tahun 2014 = Analysis of waiting time settlement administration inpatient round with assurance company insurance in Siloam Hospital Kebon Jeruk 2014

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Abstrak

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Berdasarkan UBA pasien di RS Siloam Kebon Jeruk didapat komentar mengenai pemulangan pasien yaitu waktu tunggu penyelesaian administrasi pulang pasien masih cukup lama terutama menggunakan asuransi. Dari uji petik didapatkan rata-rata waktu tunggu yang menggunakan jaminan perusahaan asuransi 5 jam 45 menit dan non jaminan 3 jam 4 menit. Penelitian bertujuan mengetahui faktor-faktor yang mempengaruhi waktu tunggu pelayanan administrasi pulang pasien rawat inap dengan jaminan perusahaan asuransi di RS Siloam Kebon Jeruk. Desain penelitian menggunakan kuantitatif dan kualitatif. Data primer didapat dari wawancara dan observasi dan data sekunder didapat dari telaah dokumen dan laporan pasien pulang. Dari hasil penelitian didapatkan faktor-faktor yang mempengaruhi adalah pengisian resume medis, jumlah sumber daya manusia, kebijakan dan alur proses rumah sakit yang sudah ada, perubahan dengan proses yang dilaksanakan di lapangan. Dapat disimpulkan dengan efisiensi waktu pada tahap admin, tahap farmasi dan tahap gudang satelit dapat memperpendek waktu proses di rumah sakit. Efisiensi proses mempersingkat penyelesaian administrasi pulang pasien rawat inap dengan jaminan perusahaan asuransi menjadi 2 jam. Saran peneliti yaitu sosialisasi mengenai pentingnya peran dokter spesialis, pengkajian ulang tenaga staf admin, ruangan revisi kebijakan dan alur proses administrasi pulang pasien dengan jaminan perusahaan asuransi dan uraian tugas staf yang berperan revisi MoU dengan pihak penjamin untuk masalah konfirmasi.

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ABSTRACT

Based on UBA hospital inpatients in Siloam Kebon Jeruk, criticism and suggestions regarding the discharge of patients, namely the waiting time of patients still settling administrative home, long enough, especially the use of insurance. From the test results obtained, quotes the average waiting time of patients who use the guarantee is 5 hours 45 minutes and non-warranty is 3 hours 4 minutes. The study aims to determine the factors that influence waiting times administrative services to inpatients home insurance in Siloam Kebon Jeruk Hospital. Design using both quantitative and qualitative research. The primary data obtained from interviews and observations and secondary data obtained from the study of documents and reports patient 39 s home. From the results, the factors that affect the length of time patients wait for completion of home administration is charging inpatient medical resume, the amount of human resources, policies and workflow processes existing hospitals with process changes implemented in the field. It can be concluded in less time on admin stage, stage pharmaceutical and satellite warehouses stage can shorten the processing time in the hospital. The efficiency of the process beyond the administrative processes to shorten hospital inpatients with insurance to 2 hours. Suggestions researchers that the socialization of medical importance to specialist resume, review of workforce policy revisions and return patient administration process flow with insurance and job

descriptions of staff whose role revised MoU with an insurer to issue a confirmation ;Based UBA hospital inpatients in Siloam Kebon Jeruk gained criticism and suggestions regarding the discharge of patients namely the waiting time of patients still settling administrative home long enough especially the use of insurance From the test results obtained quotes the average waiting time of patients who use the guarantee is 5 hours 45 minutes and non warranty is 3 hours 4 minutes The study aims to determine the factors that influence waiting times administrative services to inpatients home insurance in Siloam Kebon Jeruk Hospital Design using both quantitative and qualitative research The primary data obtained from interviews and observations and secondary data obtained from the study of documents and reports patient 39 s home From the results the factors that affect the length of time patients wait for completion of home administration is charging inpatient medical resume the amount of human resources policies and workflow processes existing hospitals with process changes implemented in the field It can be concluded in less time on admin stage stage pharmaceutical and satellite warehouses stage can shorten the processing time in the hospital The efficiency of the process beyond the administrative processes to shorten hospital inpatients with insurance to 2 hours Suggestions researchers that the socialization of medical importance to specialist resume review of workforce policy revisions and return patient administration process flow with insurance and job descriptions of staff whose role revised MoU with an insurer to issue a confirmation , Based UBA hospital inpatients in Siloam Kebon Jeruk gained criticism and suggestions regarding the discharge of patients namely the waiting time of patients still settling administrative home long enough especially the use of insurance From the test results obtained quotes the average waiting time of patients who use the guarantee is 5 hours 45 minutes and non warranty is 3 hours 4 minutes The study aims to determine the factors that influence waiting times administrative services to inpatients home insurance in Siloam Kebon Jeruk Hospital Design using both quantitative and qualitative research The primary data obtained from interviews and observations and secondary data obtained from the study of documents and reports patient 39 s home From the results the factors that affect the length of time patients wait for completion of home administration is charging inpatient medical resume the amount of human resources policies and workflow processes existing hospitals with process changes implemented in the field It can be concluded in less time on admin stage stage pharmaceutical and satellite warehouses stage can shorten the processing time in the hospital The efficiency of the process beyond the administrative processes to shorten hospital inpatients with insurance to 2 hours Suggestions researchers that the socialization of medical importance to specialist resume review of workforce policy revisions and return patient administration process flow with insurance and job descriptions of staff whose role revised MoU with an insurer to issue a confirmation]