



Overview of Waiting Time for Provision of Outpatient Medical Records Based on Minimum Service Standards (SPM) at dr. Mintohardjo Hospital, Jakarta, Indonesia

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ARTICLE INFO

Keywords:

5M factors
Medical records
Minimum service standards

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All authors have reviewed and approved the final version of the manuscript.

<https://doi.org/10.37275/amcr.v4i6.397>

ABSTRACT

Timely provision of outpatient medical records results in quality medical record services. The time for providing outpatient records according to minimum service standards is ≤ 10 minutes. This study aimed to determine the length of waiting time for outpatient medical records at dr. Mintohardjo Hospital. The method in this research uses a descriptive method with a quantitative approach. The sampling technique used accidental sampling with a sample size based on an estimated proportion of 106 medical records. The research results showed that 14 medical records (13.2%) were on time and 92 medical records (86.8%) were not on time, most of which were not on time, namely $> 31-40$ minutes, 31 medical records (29.2%). In identifying the causes of delays in providing outpatient medical records, researchers used the 5M factors. Man factor of occurrence of misfile, there are medical records that have not been returned from the polyclinic or inpatient room, and there is a lack of knowledge and education. The money factor has not yet been budgeted for repairing the Roll O Pack. The material factor for printing loan receipts and medical records is not automatic in the SIMRS application, and only 1 printer machine is available out of 7 computers, so the number of printers needs to be increased. Machine factor occurs Roll O Pack damage and interference with software from downtime (the time when a system, application, and service cannot be accessed/does not function) in the SIMRS application. The method factor is that there is no SOP for providing outpatient medical records.

1. Introduction

Good medical records must be supported by a system for providing medical records by distributing medical records quickly, precisely, and efficiently. If the time required to provide medical records is long, it will hamper health services. One of the things that supports the provision of outpatient medical records that can be carried out well is adequate storage space. Working distance is the distance traveled to carry out a complete work routine, starting from the beginning of a process until completion. Working distance is a consideration in the performance dimension. The longer working distance can affect the speed of task

completion. Speed in completing tasks can improve the quality of health services. Minimum Service Standards are technical specifications regarding minimum service benchmarks provided by the Public Service Agency to the public. One of the minimum service standards in the medical records unit is that the time for providing medical records for outpatients is ≤ 10 minutes. The time for providing medical records is calculated from the time the patient registers until the medical records are found and provided by the medical records officer.¹⁻⁵

dr. Mintohardjo Hospital is a type B Military Hospital belonging to the Indonesian Navy, which is



under the operations of the Indonesian Navy Health Service. This hospital is located at Jl. Bendungan Hilir No.17, RT.4/RW.3, Bendungan Hilir, Tanah Abang District, Central Jakarta, Special Capital Region of Jakarta 10210. In 2022 dr. Mintohardjo Hospital has a total of 245 beds. For outpatient visits in October 2022, there will be 7,960 patients, and for inpatient visits, there will be 693 patients. Filing officer at dr. Mintohardjo Hospital as many as 5 people, starting work from 07.00 - 15.00 as many as 3 to 4 people, from 14.00 - 07.00 in the morning as many as 2 people, with a note that 1 person carries out the picket and 1 person leaves the picket. Pickets are not only carried out by officers filing only but there are other sections in the medical records unit that also carry it out. This allows the provision of medical records to be carried out in a timely manner so as not to hamper the health service process. There was a provision of outpatient medical records, which experienced a delay of > 10 minutes in the process of searching for medical records which were not found, and there was damage to them. Roll O Pack numbers 14, 15, 16, 17, 19, 20, 21 and 23. This resulted in medical records being hampered in distribution and patient service being delayed. This delay occurred due to various reasons, including the process of printing loan receipts and medical records, which is not automatic in the SIMRS application, steering wheel Roll O Pack. Those that couldn't be turned were numbers 14, 15, 16, 17, 19, 20, 21, 23 and the destroyed wheels number 15 and 16 caused officers to shift them manually with the help of 2 or 3 people, piling up medical records creating a road or hallway Roll O Pack becomes cramped or cramped where the search for medical records should be carried out by 2 people or 1 person taking turns, this happens to misfile or errors in placing medical records, and there are still many medical records that have not been returned from the polyclinic or inpatient room. This problem affects the quality of service of the medical records unit, which influences the level of patient satisfaction at dr. Mintohardjo Hospital.⁶⁻¹⁰

This study aimed to determine the length of waiting time for outpatient medical records at dr. Mintohardjo Hospital, Jakarta Indonesia.

2. Methods

This study is a descriptive observational research. This study provides an overview of the length of waiting time for providing outpatient medical records based on minimum service standards (SPM) at dr. Mintohardjo Hospital, Jakarta Indonesia. A total of 106 research objects were included in this study, where the research objects met the inclusion criteria. The inclusion criteria for this study were medical records with complete and accessible data. Observations were made on whether or not there were minimum service standards for medical records. Long waiting time for medical record services and factors that cause delays in providing outpatient medical records. The data analysis technique in this research uses descriptive analysis techniques, namely research carried out by describing and explaining the results obtained in accordance with the actual reality, then comparing them with theories related to the implementation of providing outpatient medical records at dr. Mintohardjo Hospital.

3. Results and Discussion

Based on the results of observations and interviews with the Head of Minmed, Dr. Mintohardjo Hospital, and filing officers, it is known that there is no SOP regarding the provision of medical records. The guideline used is the minimum service standards (SPM) regarding hospitals contained in the Regulation of the Minister of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008, namely, the time for providing medical records for outpatients is ≤ 10 minutes. The time for providing medical records is calculated from the time the patient registers until the medical records are found and provided by the medical records officer.



Table 1. Percentage details of waiting time for providing outpatient medical records.

Time to provide medical records	Total	Percentage
On time \leq 10 minutes	14	13,2 %
Not on time 11 minutes to \geq 51 minutes	92	86,8 %
Total	106	100 %

Based on the results in Table 1, the calculation of the number of outpatient medical records in this study was 106 medical records. It is known that 14 medical records (13.2%) have met the SPM \leq 10 minutes or were provided on time and 92 medical records (86.8%) have not met the SPM $>$ 10 minutes or not been provided on time.

Based on the results of observations and interviews according to the interview guidelines with the Head of Minmed dr. Mintohardjo Hospital, and filing officers on the process of providing outpatient medical records. Factors that slow down the time to provide medical records based on 5M are (man, money, material, machine and method). dr. Mintohardjo Hospital has 5 filing officers 1 person has a diploma of medical records background, 1 person has a diploma of English Language background and senior high school as many as 3 people, 1 of them is currently studying diploma of medical records. From 5 filing officers, 3 to 4 people work in the morning, 2 people picket every working day, with a note that 1 person carries out the picket and 1 person leaves the picket. Pickets are not only carried out by filing only but there are other sections in the medical records unit that also carry it out for the period of service of filing officers at dr. Mintohardjo Hospital is 1 month, and the longest is 17 years. Lack of knowledge and education of officers filing in providing outpatient medical records because there are still officers with high school education qualifications, there is no training provided by the hospital, and the level of discipline of officers is still lacking when it comes to providing medical records. Another inhibiting factor in providing outpatient medical records is that medical records are still in the

polyclinic and have not been returned, medical records are still in the treatment room and the occurrence of misfile or misplacement of medical records. This causes delays in providing outpatient medical records at dr. Mintohardjo Hospital. Budget for maintenance or repairs, especially on Roll O Pack I have submitted a request but it has not been followed up by the hospital because there was damage to Roll O Pack, such as the steering wheel not turning and the wheel being destroyed on the medical records unit of dr. Mintohardjo Hospital.

Based on the results of observations and interviews with the Head of Minmed, Dr. Mintohardjo Hospital prints loan receipts. Medical records are not automatic in the SIMRS application, and only 1 printer machine is available to print loan receipts from 7 computers used by counter staff. It turns out a whole shelf of Roll O Pack is very full. This also causes the Roll O Pack to become damaged because the contents are too excessive. There was interference with software for downtime (the time when a system, application, or service cannot be accessed or does not function) in the SIMRS application due to a slow internet network, SIMRS application error, and damage to hardware. There is no SOP regarding the provision of medical records. The guideline used is the minimum service standards (SPM) regarding hospitals contained in the Regulation of the Minister of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008.

Man is a person who will carry out management functions in the operations of an organization. Man refers to the human resources an organization has. This includes assigning the right people, dividing work, setting working hours and so on. Humans make



goals, and humans also carry out the process to achieve goals. To manage a work unit requires resources that require funds according to needs. Every activity to be carried out and other support requires adequate funding.¹¹⁻¹⁴ Material is the material of a product or facility that is used to support the objectives of implementing the health service system required by the hospital. The importance of adequate work facilities and infrastructure requires great attention, dedication, workability, skills, and intention to achieve high work performance. The benefits will not be great without the necessary facilities and infrastructure. In order for the organization to run smoothly, the minimum requirements for work facilities and infrastructure must be met. Work facilities are everything around employees and can influence them to carry out their assigned tasks.¹⁵⁻¹⁸

4. Conclusion

Causes of delays in providing outpatient medical records: Man factors misfile, there are medical records that have not been returned from the polyclinic or inpatient room, and there is a lack of knowledge and education. The money factor has not yet been budgeted for repairing the Roll O Pack. The material factor for printing medical records is not automatic in the SIMRS application, and only 1 printer machine is available out of 7 computers, so the number of printers needs to be increased. Machine factors occur in Roll O Pack damage and interference with software for downtime (the time when a system, application, and service cannot be accessed/does not function) in the SIMRS application. The method factor is that there is no SOP for providing outpatient medical records.

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