

***Analysis of Factors Causing Length Time for Outpatient Registration Services
of RSD dr. Soebandi Jember***

Efri Tri Ardianto, S.KM., M.Kes (Supervisor I)

Kristina Eka Dariyanti

*Health Information Management Study Program
Department of Health*

ABSTRACT

The outpatient registration time at RSD dr. Soebandi Jember followed the applicable SOP, which was ≤ 10 minutes for new patients and ≤ 5 minutes for returning patients from the moment they were called until the registration process was completed at the registration counter. A preliminary study conducted through observation over 5 days with a total of 61 patients found that there were still patients who did not meet the standards. Specifically, 19 patients met the standards, while 42 did not. The study aimed to analyze various factors affecting the registration time using the 5M management elements. This qualitative research utilized data collection techniques including interviews, observations, documentation, and brainstorming. The research subjects included the head of medical records and 7 outpatient registration officers. The research findings based on the "man" element revealed insufficient knowledge among staff regarding registration time SOPs, some staff not being medical records graduates, and others lacking service quality training. The "method" element indicated that the registration time SOP was not posted at the registration counter and lacked complete SOP content. The "material" element identified many patients not bringing their KIB (medical record card) when seeking treatment. The "machine" element highlighted issues such as a malfunctioning KIB printer, frequent internet connectivity problems, and difficulty with fingerprint reading. Recommendations for the hospital included focused socialization on registration time standards, collaboration with training institutions offering service quality programs, printing and posting SOPs in easily visible areas for staff, patient education on the importance of bringing KIB during visits, infrastructure improvements for network reliability, and upgrading or replacing printers with more reliable specifications.

Keywords : *Length of Time, Registration, Outpatient, 5M*