

Analysis of Workload Calculation Using the ABK-Kes Method in the Medical Records Unit of UPT RSUD Mas Amsyar Kasongan, Central Kalimantan

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ABSTRACT

Hospitals were institutions that provided comprehensive health services through promotive, preventive, curative, and rehabilitative efforts in the form of inpatient, outpatient, and emergency services. UPT RSUD Mas Amsyar Kasongan showed an increase in patient visits that was not matched by an adequate number of medical record personnel, causing officers to become overwhelmed and work on tasks outside their main job description. Additionally, the time required to provide medical records for outpatients, which was 21 minutes, and for inpatients, which was 32 minutes, exceeded the established standards, resulting in many complaints from patients. The purpose of this study was to analyze the workload calculation of the Medical Records Unit at UPT RSUD Mas Amsyar Kasongan, Central Kalimantan, using the ABK-Kes method. The research method used in this study was qualitative research utilizing quantitative data with the work sampling method. Data collection techniques included observation, interviews, and documentation. Based on this research, the results obtained showed that the outpatient registration officer had an excess of 1 person, ER & inpatient registration had an excess of 1 person, assembling had a shortage of 1 person, coding had a shortage of 1 person, filing had a shortage of 1 person, and distribution had a shortage of 2 people. The solution suggested by this study required improving the educational qualifications of officers through further education, evaluating job descriptions with high workloads, recruiting new officers who met the qualifications, and implementing Electronic Medical Records to reduce the workload.

Keywords: *Medical Records, Workload, Hospital*