

***Analysis of Medical Record Officer Workload Using
the WISN Method at Wuluhan Health Center***

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ABSTRACT

Analysis of the workload of medical record officers at Wuluhan Health Center has never been done before. In August 2023, data was obtained on the number of patient visits each month for 3 years. It is known that the number of patient visits at Wuluhan Health Center shows an increase about 9.91% in the number each year, suspected to be one of the factors causing the workload of medical record officers, another factor that is suspected to cause the workload of medical record officers to increase is the lack of officers in the medical record unit. The purpose of this study was to analyze the workload of medical record officers using the WISN Method at Wuluhan Health Center. This type of research is qualitative with observation, interview, and documentation data collection techniques. The subjects of the study were all medical record officers. The results of the study showed that there were 2 officers with different educational qualifications, so that the main activities of each officer were different, files that had just been returned were often borrowed again by casemix officers, the job description of one of the medical record officers at the Wuluhan Health Center was still not in accordance with the existing job description. The number of officers in the medical record unit was 2 people, while the number needed was 4 people with D3 medical record qualifications. The researcher's suggestion is that training should be carried out for medical record officers who have a non-medical record background so that they have the same competence, the head of the health center gave a warning to the coding officer who borrowed the medical record file to complete all his job descriptions first, gave the same main activities to all officers with medical record education qualifications and the addition of 2 officers with medical record education qualifications as coders to make it easier for officers to complete their main activities and to reduce the workload and existing obstacles.

Keywords: *Workload, WISN, Medical Records, Job Description*