

***Risk Analysis of Outpatient Services at Kaliwates Jember Hospital  
using the Failure Mode Effect Analysis (FMEA) Method***

Gandu Eko Julianto S, S.Ked, M.KKK (Adviser)

**Evalini Nur Rachmasari**

*Study Program of Health Information Management  
Majoring of Health*

***ABSTRACT***

*Outpatient service waiting times at RSU Kaliwates Jember were found to be  $\geq 60$  minutes, exceeding the expected standard and indicating risks and inefficiencies within the service process. This study aims to analyze the risks in outpatient services at Kaliwates General Hospital using the FMEA method. This descriptive research employed interviews, observations, documentation, and discussions for data collection. The participants included registration officers, polyclinic nurses, and outpatient registration supervisors. The results revealed 12 identified failure modes. Five of them were located in the lower risk zone (20%) and had a cumulative percentage below the 80% cut-off point, including: only one APM frequently used out of five available (18.10%), examinations not conducted according to the initial schedule (36.20%), the SIMRS not functioning properly (50.68%), delays in patients receiving online responses (64.25%), and administrative or medical record files not yet received when patients arrived at the polyclinic (75.11%). The highest-priority failure mode was the underutilization of APM machines, with only one frequently used out of the five available. Control efforts include educating patients on APM usage, ensuring the electronic schedule display is always operational, providing backup internet networks and routine system maintenance, coordinating with bridging service providers (BPJS), developing an enhanced registration application, and gradually implementing EMR in all polyclinics. Future research is recommended to update the FMEA analysis based on current service conditions, include patients as informants, and to re-evaluate the RPN after control measures are implemented, to ensure risk reduction.*

***Keywords:*** Outpatient Service Waiting Time, FMEA, Risk Management