

ABSTRAK

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ANALISIS FAKTOR PENGHAMBAT PENGAJUAN BERKAS KLAIM BPJS DI UNIT REKAM MEDIS RUMAH SAKIT IDAMAN KOTA BANJARBARU TAHUN 2021

KTI. Program Studi DIII Perkam dan Informasi Kesehatan 2022
(xiii+55)

Proses pengajuan berkas klaim di RSD idaman Banjarbaru mengalami kendala yang disebabkan oleh beberapa berkas pendukung klaim yang belum lengkap mengakibatkan klaim terpending. Tujuan penelitian ini adalah Menganalisis faktor penghambat pengajuan berkas klaim BPJS kesehatan meliputi *man, money, method, matherials* dan *machines* diunit rekam medis Rumah Sakit Idaman Kota Banjarbaru tahun 2021. Metode penelitian ini adalah deskriptif kualitatif. Subjek dalam penelitian ini informan utama yaitu petugas verifikator sebanyak 1 orang dan informan triangulasi yaitu kepala instalasi rekam medis sebanyak 1 orang. Instrumen penelitian ini menggunakan pedoman wawancara. Berdasarkan hasil penelitian didapat faktor *Man* yaitu petugas verifikator tidak dapat membaca diagnosa yang ditulis oleh dokter,faktor *money* yaitu pencairan klaim lancar, faktor *method* yaitu alur persyaratan dan penyerahan telah sesuai dengan SOP,faktor *material* yang menjadi faktor penghambat yaitu kurang lengkapnya dokter mengisi resume medis sehingga sulit terbaca oleh petugas verifikator,faktor *machine* yaitu komputer,internet, printer dan ruang kerja. Kesimpulannya adalah faktor yang menjadi penghambat pengajuan berkas klaim yaitu faktor *Man*, dan *materials*.

Kata Kunci: Penghambat, Klaim,BPJS, Rekam Medis

ABSTRACT

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ANALYSIS OF INHIBITING FACTORS OF SUBMITTED BPJS CLAIM FILES IN THE MEDICAL RECORD UNIT OF THE IDAMAN HOSPITAL, BANJARBARU IN 2021

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The process of submitting a claim file at the Banjarbaru Ideal Hospital experienced problems caused by several incomplete claim supporting files resulting in pending claims. The purpose of this study was to analyze the inhibiting factors for submitting BPJS health claim files including *man*, *money*, *method*, *material* and *machines* in the medical records unit at Idaman Hospital Banjarbaru City in 2021. This research method is descriptive qualitative. The subjects in this study were the main informants, namely the verifier officer as much as 1 person and the triangulation informant, namely the head of the medical record installation as many as 1 person. This research instrument uses interview guidelines. Based on the results of the study, it was found that the *Man* factor, namely the verification officer could not read the diagnosis written by the doctor, the *money* factor, namely the smooth disbursement of claims, the *method* factor, namely the flow of requirements and submissions were in accordance with the SOP, the *material* factor was the inhibiting factor namely the incomplete of doctors filling out medical resume. so that it is difficult to read by the verifier, the *machine* factor is the computer, internet, printer and workspace. The factors that hinder the submission of the claim file are the Man factor, and *materials*.

Keywords: Inhibiting, BPJS, claims, Medical Records