

ABSTRAK

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Gambaran Pelayanan Petugas Tempat Pendaftaran Pasien Rawat Inap Berdasarkan Standar Prosedur Operasional UKRM di RSUD Ratu Zalecha Tahun 2019

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(xv + 40)

Perbaikan kualitas pelayanan di unit pelayanan kesehatan harus selalu ditingkatkan, karena mempengaruhi kepuasan penerimaan di tempat pendaftaran pasien rawat inap di RSUD Ratu Zalecha Martapura. petugas pendaftaran belum sepenuhnya menerapkan SPO pendaftaran rawat inap, seperti menerapkan 5S (senyum, salam, sapa, sopan, santun) 5S tersebut dan tidak mempersilahkan pasien duduk. Tujuan dari penelitian ini adalah untuk mengidentifikasi petugas TPPRI dalam memberikan pelayanan berdasarkan SPO UKRM. Metode penelitian ini adalah deskriptif dengan subjek penelitian. Teknik analisa data menggunakan analisis data univariat. Berdasarkan hasil penelitian 7 orang petugas terdapat 5 petugas lainnya, Saat melayani pasien tidak sesuai dengan standar prosedur operasional yang telah di tetapkan.

Kata Kunci : Pelayanan, Petugas pendaftaran pasien rawat inap , SPO

ABSTRACT

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Inpatient Registration Officers Services Description Based on Medical Record Unit Standard Operational Procedure (SOP) at Ratu Zalecha Hospital in 2019

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An improvement of service quality in health service units must always be improved, because it affects the satisfaction at the Inpatient Registration Services admission at Ratu Zalecha General Hospital Martapura. registration officer had not fully implemented the (standard operation procedure) SOP registration for hospitalization, such as applying 5S stand for “senyum, salam, sapa, sopan, santun”, and did not invite the patient to sat down. The purpose of this study was to find out how the inpatient registration officer provided services based on the medical record work unit SOP. The method of this research had done by using descriptive method, as the research subjects including univariate data analysis used as data analysis techniques. Based on the research results from 7 officers, there were 5 other officers were not in accordance with the standards operation procedure set when they serving the patients

Keywords: Services, inpatient registration officers, SOP