

Effectiveness Of Using The Self-Registration Platform Machines (Apm) At Wawa Husada Kepanjen Hospital

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Informasi Artikel	Abstract
E-ISSN : 3026-6874 Vol: 2 No: 7 Juli 2024 Halaman : 332-336	The self-registration machine helps patients register them selves. The use of APM machines at Wawa Husada Hospital has not been carried out properly for several reasons, such as Man, Method and Machine. The aim of this research is to evaluate the performance of APM users to identify the components and effects to increase the effectiveness of APM. Qualitative research methodologies were used in this study. Data was obtained from APM officers and medical records officers. The results of the research show that the presence of APM officers has helped the patient registration process, but there are several things that make the use of APM less effective at Wawa Husada Hospital, namely in terms of staff, the lack of APM officers, in terms of the method of using APM is not carried out in accordance with the SOP, in terms of Machine errors or loading often occur. Consequently, there are too many patients, the registration process is thrown off, services are provided non-procedurally, and registration is completed by hand. Efforts made by officers to ensure that the use of APM runs well are adding APM officers, training APM officers on APM use, and improving internet quality so it doesn't load frequently.
Keywords: apm automatic patient management registration effectiveness	

Abstrak

Mesin registrasi mandiri membantu pasien mendaftarkan dirinya. Penggunaan mesin APM di RS Wawa Husada belum terlaksana dengan baik karena beberapa hal seperti Manusia, Metode dan Mesin. Tujuan dari penelitian ini adalah untuk mengevaluasi kinerja pengguna APM untuk mengidentifikasi komponen dan efek untuk meningkatkan efektivitas APM. Metodologi penelitian kualitatif digunakan dalam penelitian ini. Data diperoleh dari petugas APM dan petugas rekam medis. Hasil penelitian menunjukkan bahwa keberadaan petugas APM telah membantu proses pendaftaran pasien, namun ada beberapa hal yang menjadikan penggunaan APM kurang efektif di RS Wawa Husada yaitu dari segi tenaga, kurangnya petugas APM, di dari segi cara penggunaan APM tidak dilakukan sesuai SOP, dari segi mesin sering terjadi error atau pembebanan. Akibatnya pasien terlalu banyak, proses pendaftaran menjadi terhambat, pelayanan diberikan secara non-prosedur, dan pendaftaran dilakukan secara manual. Upaya yang dilakukan petugas untuk memastikan penggunaan APM berjalan dengan baik adalah dengan menambah petugas APM, memberikan pelatihan kepada petugas APM tentang penggunaan APM, dan meningkatkan kualitas internet agar tidak sering memuat.

Kata Kunci : apm (automatic patient management), registrasi, efektifitas

INTRODUCTION

Almost everyone now wants better public services, including hospital services. According to the Regulation of the Minister of Health of the Republic of Indonesia Number 1438/MENKES/PER/IX/2010 concerning Medical Service Standards, a hospital is a health service institution that organizes a full range of individual health services that provide inpatient, outpatient and emergency services. By providing excellent service, it can attract and retain customer attention. Providing high-quality services creates customer loyalty, which leads to customer resilience and satisfaction. As we know, when the population increases, the length of the customer queue at the hospital also increases (Nurazizzah, Yulida, & Seha, 2024). Queues are events that occur during human activity. Queues occur because service activities do not involve service requests. As a result, they cannot directly serve consumers (Sari & Noor, 2023).

Service quality is at the core of a practitioner's commitment to providing a superior customer experience. It not only includes aspects such as accuracy, timeliness, and compliance with applicable standards, but also reflects a deep dedication to customer satisfaction (Marliana, Widyaningsih, &

Istiqlal, 2023). Practitioners who are truly committed to providing high-quality service will integrate these values into every interaction with customers (Ikawati, 2024). Therefore, it is important to have the right information system. Counter is one of the hospital service units. Counter Operation is a form of registration of prospective patients that is done manually and with the help of a computer. The use of technology is intended to simplify the work of the switch and reduce the problems that occur (Inayatullah, 2021). A common problem at the registration desk is the long registration time, causing a buildup of patients.

Anjungan Pendaftaran Mandiri (APM) is a machine designed with information technology that makes it easy for patients to register independently (Widiantara, Karuniati, & Noor, 2023). APM can also be used for general patients, BPJS for treatment at health facilities (Fitriyah, Mazaya, & Ardiani, 2023). This system aims to increase the speed, safety of services and comfort of patients and families of patients, so there is no need to come early in the morning to get a queue number. This system reduces treatment time with high mobility. In addition, the situation in the hospital will be more organized, organized and less piled up so as to make work more comfortable for patients and hospital staff, but some patients, for example patients who are classified as less familiar with how to use or this APM system, APM officers will help them register and checkin (Adiffa & Masturoh, 2022).

This APM machine is made to make patient registration easier and reduce patient queues. At Wawa Husada Hospital, the number of visits every day is very booming, especially on Monday, while there are only 2 APM officers who only change shifts in the morning and afternoon, in other words, there is only 1 officer accompanying the patient. So that if the APM has an error or loading the patient is directed to the counter and there is a long buildup of patients. It is hoped that the results of this study will provide an overview and knowledge and help the Hospital. Wawa Husada. achieve the implementation of a self-registration platform. This research is expected to serve as a guideline, reference, and contribution to future research.

METHOD

The location of this research is Wawa Husada Hospital which is located at Jl. Panglima Sudirman No.99A, Dilem, Kepanjen, Malang. This research was conducted using qualitative research methods. Data collection, data analysis, data interpretation, and finally making conclusions are all part of this research work. The informants of this study were determined according to the criteria set by the researcher by considering the similarity of traits and qualities, and considering suitability and appropriateness. Suitability means that the informant has a comprehensive insight into the research topic, Suitability means that the informant is sufficiently able to explain the events in this study. Based on these considerations, the informants of this research are APM officers.

RESULTS AND DISCUSSION

The self-registration platform is a tool to take a number or indent for future examinations, to checkin today's examination before the patient is directed to the nurse and can be used as a patient registration that day without having to queue at the counter. APM officers must assist and assist patients in managing APM (Sabrina, Ulfa, & Azlina, 2021). However, the APM machine can only be used for old patients, while new patients who first check at Wawa Husada Hospital must fill out an identity form and then register at the counter.

There are several factors that influence the ineffective use of APM machines at Wawa Husada Hospital. APM officers explained several reasons why APM were ineffective, such as insufficient numbers of officers; patients who were still capable of self-registration but chose to be registered by APM officers, despite the APM instructions next to the machine; and lack of education required to appoint APM officers. Another important factor is technical issues such as power failure, server errors, and BPJS offline. Then based on the results of interviews with APM officers that patients who have not made an indent queue on that day should be able to register directly at the APM machine, but in practice patients who have not made an indent cannot register at the APM machine and are immediately directed

to the counter, which makes the queue longer. One of the reasons said by the officer is because the number of APM officers is insufficient if all patients are registered on the APM machine, what happens is that the officer is overwhelmed because there is only 1 officer.

The impact that hinders will definitely occur from some of these components. The result of ineffective use of APM at Wava Husada Hospital is if the APM machine errors or if there are several obstacles such as patient data that must be changed then if the patient has hospital discharge but the MERSI has not been updated and also if the patient has difficulty doing a fingerprint on the APM machine the officer directs the patient to take the queue number and register at the counter even though the patient is already indented and only has to checkin.

Discussion

Based on the results of our analysis above, we present the Standard Operational Procedures for Patient Registration through the Self-Registration Platform (APM) for a comparison between the SPO and its implementation in the field:

Table 1 SPO for patient registration through the self-registration platform (APM) of Wava Husada Hospital 2024

Understanding	A process of medical record activities related to outpatient clinic registration using public/private payments carried out independently by the patient.
Purpose	Provides ease of reception and registration services for patients who have a wava card / wava card member
Policy	<ol style="list-style-type: none"> 1. Regulation of the Director of Wava Husada Hospital Number: 145/PER/DIR/VII/2019 concerning Revision 1 of Medical Records. 2. Regulation of the Director of Wava Husada Hospital Number: 184/PER/DIR/VII/2019 concerning Revision 3 of the Patient Service Policy 3. Regulation of the Director of Wava Husada Hospital Number: PER/2020/07/0046 concerning Patient Policy during Pandemic Covid 19
Procedure	<ol style="list-style-type: none"> 1. The information officer/TPP welcomes the patient/family and introduces himself/herself. 2. The information officer / TPP asks the patient / family / escort has already visited Wava Husada Hospital 3. If the patient has already visited / examined at Wava Husada Hospital, then they can show a wava card / wava member 4. The patient is directed to the self-registration platform machine to register independently. 5. The patient inputs the medical record number of the clinic destination and the selected doctor 6. 6. After the ticket comes out, the patient is directed to submit it to the destination clinic / nurse
Related Units	<ol style="list-style-type: none"> 1. Medical Records Installation 2. Outpatient Installation 3. Sub. Bag. SIMRS

Based on the table above, several procedures have not been implemented in accordance with SPO, for example, patients can register independently but all patients / families / escorts are still assisted by officers with an amount that is not commensurate with the queue at Wava Husada Hospital, then patients can also register on the APM machine for control or service on that day but APM can only be

used for patients who have made an indent or taken a queue on the previous day. From the two procedures that were not implemented, several problems arose, one of which was the queue of patients piling up at the registration counter.

According to Chapter 1 General Provisions of Law of the Republic of Indonesia number 25 of 2005, Article 7 Service Standards are standards used as guidelines for service delivery and references for assessing service quality. Quality, fast, easy, affordable, and measurable services are guaranteed by the organizer in accordance with this standard. The results of observations made of users of the self-registration platform at Wawa Husada Kepanjen Hospital during 4 months of practice showed that there were APM officers who assisted patients in registration because older patients did not understand the APM system properly.

According to Gibson (2019), effectiveness is defined as the level of evaluation given to the performance of an individual, group or organization. Their performance is judged more efficient if it is closer to the expected "standard." Effectiveness is an action carried out with the expected impact and results. Medical recorders and health information are included in the type of medical technician according to Article 11 Paragraph 11 of Law Number 36 of 2014 concerning health personnel. At Wawa Husada Hospital Kepanjen Apart from that, there are many factors that influence the effectiveness of using APM, such as officers not understanding the APM system and being assigned randomly without medical record education. There are also other factors that influence the effectiveness of using APM, such as APM server errors, BPJS offline, and power outages. If this happens, APM will not function properly.

Quality public services, clear procedures, short time and reasonable costs are the rights of citizens and the obligations of the government. This demand continues to increase. The division of types of community services depends on the types of activities carried out during the service process and the service products produced. The types of services consist of administrative, goods and services (Sari I. P., 2019). If the APM user does not function properly at Wawa Husada Kepanjen Hospital, this will cause the APM machine to experience errors and the APM officers will not be able to handle the problem themselves. If there is a problem in the registration section, the registration officer must help the APM officer resolve the problem in the APM machine. This will extend service automation.

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 1438/MENKES/PER/IX/2010 concerning Medical Service Standards, Standard Operational Procedures are a collection of instructions and steps that are standardized to complete certain routine work processes or correct and best steps based on mutual consensus in carrying out various activities and service functions made by health service facilities based on professional standards. The results of the research at Wawa Husada Kepanjen Hospital already have SOPs regarding the use of APM, but the implementation of the use of APM has not been in accordance with the SOP. There are still many procedures or steps that are not carried out in accordance with the SOP. The machine is used to improve work efficiency and make it easier or make greater profits (Rohman, Hendra, Wintolo, & Susilowati, 2021). Resources that support the smooth running of business activities are facilities or facilities. To achieve smoothness, supporting facilities and tools are needed. If APM users do not function properly at Wawa Husada Kepanjen Hospital, the APM machine will experience an error and the addition of registration will be done manually. As a result, problems arise in the service in the registration section becoming longer, which results in longer patient queues. efforts to increase the effectiveness of APM users. Effectiveness is defined as an activity that is carried out and has the expected effects and results (Budo, Arwis, Tulusan, & Tampi, 2020). Studies show that Wawa Husada Kepanjen Hospital has not used APM fully. Because the expected results are not in accordance with reality, namely providing fast services. The effort that will be made at Wawa Husada Kepanjen Hospital is to appoint officers who really understand the APM machine and re-evaluate the performance of officers against APM. In addition, Wawa Husada Kepanjen Hospital will make an SOP regarding the use of APM.

CONCLUSION

Wawa Husada Kepanjen Hospital is still not fully running APM in accordance with its function, namely as a machine to register and take queue numbers; Queue collection is still assisted by officers and for registration without indentation is still directed to the counter even though it should be done at the APM machine. The problem occurred due to the lack of APM officers and the lack of desire of patients or guardians to register themselves at the APM machine.

At Wawa Husada Hospital, there is still no APM officer, APM server errors, offline BPJS, and power failure are some of the factors that cause the use of APM to be ineffective.

If the use of APM at Wawa Husada Hospital is not effective, it can cause long patient queues at the counter and the registration process is hampered if the registration officer helps to overcome the APM that is in error or if there is patient data that must be changed first.

The solution that researchers can provide as an effort to increase the effectiveness of the use of APM at Wawa Husada Hospital is to add APM officers who really understand the APM machine can overcome patient problems, training is carried out to APM officers on the use of APM if there is a problem such as a change in patient data in the vclaim officer can overcome the problem on the APM machine without having to wait in line again at the counter and quality is added internet so that it does not load frequently.

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