ANALYSIS OF WAITING TIME FOR OUTPATIENT SERVICES AT MITRA SEJATI HOSPITAL MEDAN

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Abstract

Waiting time is the time used by patients to get health services from the registration point to entering the doctor's examination room. The length of patient waiting time is one of the important things in determining the quality of health services. This study aims to analyze the length of waiting time (arrival process, service, human resources. This study uses a qualitative method with a descriptive approach. Data collection with this study was carried out using in-depth interview techniques and collation methods with observation. The registration process is still lacking because the Hospital still uses manual methods and the use of SIMRS has not been fully implemented. The number of human resources is still lacking, the outpatient waiting time is not up to standard because it exceeds 60 minutes, the availability of facilities and infrastructure is still lacking such as computers, signals. Other factors that cause long patient waiting times and examination results are not yet connected to all units so that it takes a long time.

Keywords : Hospital, Waiting Time, Outpatient

Introduction

Based on Law of the Republic of Indonesia Number 44 of 2009, a hospital is a complete individual health service provider that organizes functions in hospitals that manage patient admissions, both those who will receive outpatient treatment and those who will undergo treatment (Wardani, 2021). Outpatient care is a service provided to patients who require diagnostic services, treatment, rehabilitation, and health services. Outpatient services are specialist health services that are carried out in hospitals (Ministry of Health of the Republic of Indonesia, 2007). According to the Decree of the Minister of Health of the Republic of Indonesia No. 983, 1992, the task of the hospital is to carry out empowered, successful, harmonious and integrated health efforts with efforts to improve and prevent disease and carry out referral efforts. The function of the hospital itself is a place to provide medical services, supporting services, nursing services, rehabilitation services, and disease prevention services. Thus, the hospital is an institution that is multi-product, capital-intensive, labor-intensive, and technology-intensive, so that it requires good management in its management (Jacobalis, 2000). According to the World Health Organization (WHO), a Hospital is an integral part of a social and health organization with the function of providing comprehensive services, curative treatment, and preventive treatment to the community.

The Hospital has a mission to provide quality and affordable health services to the community in order to improve public health. One dimension of the quality of health services is access to services which is indicated by patient waiting time. Every hospital is basically developed to meet the needs and satisfaction of patients as customers, this also applies to Mitra Sejati Hospital Medan. Improving

the quality of service is a top priority in hospital management, one dimension of the quality of health services is access to services which is indicated by fast patient waiting time.

The Hospital is committed to improving the quality of health services with a focus on accessibility. One of the key indicators in this regard is patient waiting time. By reducing waiting time, the hospital seeks to meet patient needs and satisfaction, so that quality and affordable health services can be achieved. Improving the quality of service is a top priority, which not only improves the patient experience but also the overall health of the community. Patient waiting time is defined as the length of time a patient needs from registering to being served by a specialist doctor, ideally less than 60 minutes (<1 hour). This is in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/II/2008 concerning the Minimum Service Standards (SPM) of Hospitals.

One of the causes of the long waiting time for outpatient registration services, which is suspected to be caused by the lack of medical record officers or facilities and infrastructure to fully support services in outpatient registration. Mitra Sejati Hospital has provided services in accordance with the flow determined by the Ministry of Health, the service system used at Mitra Sejati Hospital in providing medical record files is still manual and the use of SIMRS has not been fully implemented, this is an obstacle to the long waiting time for patients.

Method

This study uses a qualitative method with a descriptive approach. Data collection with this study was carried out using in depth interview techniques and methodological discussions with observation. The purpose of this study was to analyze the length of waiting time (arrival process, service, human resources). The informants in this study were workers at Mitra Sejati Hospital, namely the Head of Training, Head of Medical Support, and Head of Human Resources. The level of education taken by the informants was college. This shows that the informants in this study have sufficient knowledge and competence related to outpatient waiting time at Mitra Sejati Hospital.

Result

Arrival Process

First question: How is the arrival process (time and method of arrival) for outpatients at Mitra Sejati Hospital Medan?

Answer: Patients are guided by security to take a queue number whether they want to go to the Emergency Room or to the specialist doctor's polyclinic practice. Then the patient is asked to wait in the waiting room in front of the information until the queue number is called via the electronic system. When the queue number has been called, the patient is invited to register and fill in the patient's personal data guided by the information officer. After the patient has finished filling in his/her personal data, the patient is invited to wait for the arrival of the specialist doctor. For patients who are outpatients at the Emergency Room, the patient or family is invited to register in the information section and fill in their personal data. After the patient or family has finished filling in their personal data, the patient or family is directed to the Emergency Room to be served immediately by the Emergency Room doctor on duty.

Second question: Are there any innovations or changes made by the hospital to speed up the registration and patient delivery process?

Answer: Currently, the changes or policies made by the hospital management are to create a SIMRS application so that registration is done electronically and no longer manually.

Third question: Are there any administrative requirements that patients must fulfill before registering?
Answer: Yes.

If yes, what are they?
Answer: KTP, Family Card, Insurance Card (BPJS or Company), filling out a chronological form for patients from out of town or patients with work accidents or traffic accidents

Service Process
First question: How long does it take on average from registration to doctor's examination?
Answer: Approximately 1-2 hours from when the patient registers until the patient is examined by the IGD doctor on duty.

Second question: What efforts have been made to reduce the waiting time for services?
Answer: Adding human resources, both nurses and doctors, implementing the RME application so that all data and examination results can automatically be connected to the IGD and can be directly viewed by the doctor on duty. So that there is no long wait from other units.

Third question: Is there a difference in shipping treatment for BPJS and non-BPJS patients?
Answer: There is no difference in the implementation of services for both BPJS and non-BPJS.

Fourth question: What are the factors that cause patient waiting times to be long?
Answer:
(1) The system is still manual, the use of SIMRS is not yet complete.
(2) Writing and examination results are not yet connected to all units so it takes a long time to take the examination results to the related unit.
(3) Lack of human resources, both medical and non-medical, who serve patients.

Availability of Human Resources
First question: How does the availability of facilities and infrastructure affect waiting time?
Answer:
a. The availability of facilities and infrastructure is still lacking, for example the use of computers and printers to support patient examination results.
b. The number of human resources is still lacking so that human resource performance takes a long time.

Second question: How to ensure that the resources needed are always available?
Answer: Conduct recruitment so that human resources are always met if there is a gap in human resources in the related unit.

Third question: Is there any training or development provided to staff to manage resources efficiently?
Answer: Training and development of human resources is always carried out every year

Fourth question: What strategies are used by hospitals to overcome human resource shortages?
Answer: Periodic recruitment, job vacancies are opened through social media such as Instagram, FB and so on, as well as through mass media such as newspapers.

Discussion

Arriage Process

The results of in-depth interviews on the length of patient waiting time during the arrival process indicate that patient arrivals have occurred before the registration counter is opened. There is 1 registration counter for outpatient registration at Mitra Sejati Hospital Medan. Chairs are also available in the information room for patients to wait. After the patient takes a queue number, the patient will be called via an electronic system according to the queue number and register for further examination.

Patients are guided by security to take a queue number whether they want to go to the emergency room for outpatient treatment or to a specialist doctor's polyclinic practice. Then the patient is asked to wait in the waiting room in front of the information until the queue number is called via the electronic system. When the queue number has been called, the patient is asked to register and fill in the patient's personal data guided by the information officer. After the patient has finished filling in his/her personal data, the patient is asked to wait for the arrival of his/her specialist doctor. For patients who are going to the emergency room for outpatient treatment, the patient or family is asked to register in the information section and fill in their personal data. After the patient or family has finished filling in their personal data, the patient or family is directed to the emergency room to be served immediately by the emergency room doctor on duty

Based on theory, there are 4 types of queue discipline, including:
(1) First Come First Served (FCFS) or First In First Out (FIFO) means, first come (arrive), first served (exit). For example, the queue at the cinema ticket counter.
(2) Last Come First Served (LCFS) or Last In First Out (LIFO) means, the last to arrive is the first to leave. For example, the queue system in the elevator for the same floor.
(3) Service In Random Order (SIRO) means that calls are based on random opportunities, regardless of who arrives first.
(4) Priority Service (PS) means that service priority is given to customers who have a higher priority compared to customers who have a lower priority, even though the latter may have arrived in the waiting line first. Incidents like this are likely caused by several things, for example someone who is in a more serious condition than other people in a doctor's practice.

At Mitra Sejati Hospital, queue discipline for taking queue numbers has been implemented. Based on the results of interviews and direct observations in the field, it was found that this queue discipline has been implemented with an electronic system.

Service Process

For general patients and BPJS/Companies, when called to the patient registration counter, they are asked to fill out a patient identity form which will later be recorded by the counter officer with administrative requirements of KTP, Family Card, Insurance Card (BPJS or company).

In the service process, at Mitra Sejati Hospital, it takes approximately 1-2 hours from the time the patient registers until the patient is examined by the doctor on duty in the ER. Several factors that cause long waiting times include a lack of human resources, both medical and non-medical, serving patients, the use of SIMRS that is not yet complete, writing and examination results are not yet connected to all units, so it takes a long time to take the examination results to the related unit. All of the things mentioned above cause long waiting times for services. In Andriyani's research on the outpatient registration information system at the hospital using a computer program, it was also found that the problem that often arises in the outpatient installation is the long waiting time for the delivery

of patient medical record data to the doctor's desk, so a good hospital management information system is needed to speed up the process of searching for patient data.

Human Resources Availability

From the results of in-depth interviews, the availability of facilities and infrastructure at Mitra Sejati Hospital is still lacking, for example the use of computers and printers to support patient examination results. Then another obstacle in this infrastructure is the number of human resources that are still lacking so that human resource performance takes a long time.

To ensure that the human resources needed are always available at the Hospital by conducting recruitment so that human resources are always met if there is a gap in human resources in the related unit. From the results of interviews related to training or development provided to staff to manage resources efficiently, the Hospital Implements For human resource training and development is always carried out every year. From the results of in-depth interviews, the strategy used by the hospital to overcome the lack of human resources is regular recruitment, job vacancies are opened through social media such as Instagram, FB and so on, as well as through mass media such as newspapers.

Conclusion

Based on interviews and observations conducted at Mitra Sejati Hospital, it can be concluded that the waiting time at Mitra Sejati Hospital is still relatively long (> 60 minutes). This is due to the large number of patients, lack of officers at the registration counter, internet connection disruptions, and limited human resources who have expertise in the field of medical records.

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