

BEBAN KERJA PEREKAM MEDIS DI ERA PANDEMI COVID-19 TERHADAP KUALITAS PELAYANAN DI RUMAH SAKIT

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INTISARI

Latar Belakang: Rumah sakit mempunyai kewajiban menyelenggarakan rekam medis. Beban kerja adalah sekumpulan kegiatan yang harus diselesaikan dalam waktu tertentu. Ketidaksesuain jumlah petugas dan banyaknya tugas pelayanan yang harus dilakukan memengaruhi penilaian kualitas pelayanan rumah sakit, terkhusus di masa pandemi COVID-19 analisa kebutuhan beban kerja dan pelayanan kesehatan harus diperhatikan agar rumah sakit tetap efektif dan efisien.

Tujuan Penelitian: Untuk menganalisis kualitas pelayanan dan analisa kebutuhan beban kerja petugas rekam medis di rumah sakit tahun pandemi COVID-19

Metode: Metode Penelitian *systematic literature review*.

Hasil: Dari hasil analisis jurnal, berdasarkan perhitungan analisis beban kerja di Rumah Sakit X belum ideal. Adanya pandemi COVID-19 membuat perubahan alur seperti adanya *test skrinning* bagi pasien yang tidak dapat dihindari untuk terkontaminasi

Kesimpulan: kebutuhan jumlah petugas rekam medis yang belum sesuai. berupa penambahan petugas rekam medis,penambahan efektivitas pelayanan guna meningkatkan kualitas pelayanan yang maksimal selama pandemi COVID-19 di tiap rumah sakit tersebut

Kata Kunci: *Beban Kerja, Pandemi covid-19, Rekam Medis*

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MEDICAL RECORDER WORKLOAD IN THE ERA COVID-19 PANDEMIC ON QUALITY OF SERVICE IN THE HOSPITAL

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ABSTRACT

Background: Hospitals have an obligation to maintain medical records. Workload is a collection of activities that must be completed within a certain time. The incompatibility of the numbers of officers and the number of service tasks that must be carried out affect the assessment of the quality of hospital services, especially during the COVID-19 pandemic, analysis of health needs and services must be considered so that hospitals remain effective and efficient.

Objective: To analyze the quality of service and the needs of medical record officers in hospitals during the COVID-19 pandemic

Method: To research method was systematic literature review

Result: From the result of the journal analysis, Based on the calculation of the workload in Hospital X is not yet ideal. The existence of the COVID-19 pandemic has made changes to the flow, such as screening tests for patients, which cannot be avoided from contamination

Conclusion: The need for the number of medical record officers who have not been appropriate. In the form adding medical record officers, increasing service effectiveness in order to improve the maximum quality of service during the COVID-19 pandemic in each of these hospitals.

Keywords: *Workload, COVID-19 Pandemic, Medical Records*

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