

ANALISIS KEBUTUHAN SDM BERDASARKAN BEBAN KERJA DENGAN METODE ABK-KES PADA UNIT PENDAFTARAN DI RS LUDIRA HUSADA TAMA YOGYAKARTA

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INTISARI

Pendahuluan: Rumah sakit adalah lembaga pelayanan kesehatan yang memberikan layanan rawat inap, rawat jalan, dan gawat darurat. Fasilitas pelayanan kesehatan mencakup promosi, pencegahan, perawatan, dan rehabilitasi sesuai dengan Peraturan Menteri Kesehatan RI No. 24 tahun 2022. Rekam medis merupakan berkas yang memuat data identitas pasien serta layanan kesehatan yang diberikan. SDM di sektor kesehatan harus memiliki pengetahuan dan keterampilan khusus untuk mendukung pelaksanaan program kesehatan.

Tujuan: Penelitian ini bertujuan untuk menganalisis kebutuhan SDM di unit pendaftaran rawat jalan di RS Ludira Husada Tama menggunakan metode ABK-Kes.

Metode: Penelitian ini menggunakan metode deskriptif kualitatif untuk menggambarkan kondisi objektif. Data dikumpulkan melalui wawancara dengan tenaga medis, rekaman suara, pedoman wawancara, checklist observasi, dan dokumentasi.

Hasil: Perhitungan kebutuhan SDM di RS Ludira Husada Tama menggunakan metode ABK Kesehatan menunjukkan bahwa unit pendaftaran membutuhkan 10 petugas untuk menjalankan tugasnya dengan efektif. Saat ini, RS Ludira Husada Tama memiliki 6 petugas di pendaftaran rawat jalan, sehingga masih kekurangan 4 petugas. Tugas pokok petugas pendaftaran mencakup pemanggilan nomor urut pasien, pemeriksaan identitas, pengecekan asuransi, finger print, entry data, cetak antrian, dan pengarahan pasien.

Kesimpulan: Komponen beban kerja pendaftaran rawat jalan di RS Ludira Husada Tama mencakup berbagai tugas utama dan penunjang, namun belum ada pemisahan uraian tugas antara pendaftaran rawat jalan, rawat inap, dan IGD. Berdasarkan analisis, RS Ludira Husada Tama membutuhkan tambahan 4 petugas di unit pendaftaran rawat jalan untuk mencapai standar pelayanan yang optimal.

Kata Kunci: Kebutuhan SDM, Beban Kerja, Metode ABK-Kes

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ANALYSIS OF HR NEEDS BASED ON WORKLOAD USING ABK-KES METHOD IN THE REGISTRATION UNIT AT RS LUDIRA HUSADA TAMA YOGYAKARTA

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ABSTRACT

Introduction: A hospital is a health service institution that provides inpatient, outpatient and emergency services. Health service facilities include promotion, prevention, treatment and rehabilitation in accordance with the Republic of Indonesia Minister of Health Regulation No. 24 of 2022. Medical records are files that contain patient identity data and the health services provided. Human resources in the health sector must have special knowledge and skills to support the implementation of health programs.

Purpose: This study aims to analyze human resource needs in the outpatient registration unit at Ludira Husada Tama Hospital using the ABK-Kes method.

Method: This research uses a qualitative descriptive method to describe objective conditions. Data was collected through interviews with medical personnel, voice recordings, interview guides, observation checklists, and documentation.

Results: Calculation of human resource needs at Ludira Husada Tama Hospital using the ABK Health method shows that the registration unit requires 10 officers to carry out their duties effectively. Currently, Ludira Husada Tama Hospital has 6 officers in outpatient registration, so there is still a shortage of 4 officers. The main duties of registration officers include calling patient serial numbers, checking identity, checking insurance, finger printing, data entry, printing queues, and directing patients.

Conclusion: The workload components for outpatient registration at Ludira Husada Tama Hospital include various main and supporting tasks, but there is no separation of job descriptions between outpatient, inpatient and emergency room registration. Based on the analysis, Ludira Husada Tama Hospital needs an additional 4 officers in the outpatient registration unit to achieve optimal service standards.

Keywords: *Human Resource Needs, Workload, ABK-Kes Method*

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