

TINJAUAN PERMASALAHAN PENDAFTARAN RAWAT JALAN PASIEN JAMINAN BPJS KESEHATAN DI RSUD QUEEN LATIFA YOGYAKARTA

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INTISARI

Latar Belakang : Pelayanan pendaftaran pasien BPJS Kesehatan di RSUD Queen Latifa Yogyakarta masih menghadapi berbagai permasalahan, baik dari sisi petugas, pasien, maupun sarana pendukung, sehingga berdampak pada efektivitas pelayanan.

Tujuan Penelitian : Mengidentifikasi permasalahan dalam proses pendaftaran pasien jaminan BPJS Kesehatan berdasarkan lima aspek dalam diagram fishbone, yaitu *man*, *machine*, *method*, *material*, dan *money*.

Metode Penelitian : Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan metode *cross sectional*. Teknik pengumpulan data dilakukan melalui wawancara semi-terstruktur dan observasi nonpartisipan.

Hasil : Permasalahan dari aspek *man* mencakup jumlah petugas yang terbatas, pasien yang tidak memahami alur, serta keterbatasan keterampilan petugas baru. Aspek *machine* menunjukkan gangguan pada sistem VClaim, fingerprint, dan jaringan internet. Aspek *materials* mencakup ruangan yang sempit dan alat tulis yang terbatas. Dari aspek *method*, ditemukan kurangnya sosialisasi alur pelayanan kepada pasien. Sementara itu, aspek *money* tidak ditemukan kendala karena dana operasional mencukupi.

Kesimpulan : Terdapat berbagai permasalahan dalam proses pendaftaran pasien BPJS Kesehatan, khususnya pada aspek *man*, *machine*, *method*, dan *materials*. Diperlukan peningkatan SDM, perbaikan sistem, serta sarana yang lebih memadai untuk mendukung pelayanan yang lebih baik.

Kata Kunci : *BPJS Kesehatan, fishbone, pendaftaran pasien, pelayanan rumah sakit, rekam medis*

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**REVIEW OF OUTPATIENT REGISTRATION ISSUES FOR BPJS HEALTH
INSURANCE PATIENTS AT RSU QUEEN LATIFA YOGYAKARTA**

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ABSTRACT

Background : The registration service for BPJS Health insurance patients plays a vital role in hospital service flow. RSU Queen Latifa Yogyakarta still faces various problems in this process, including issues related to staff, patients, and supporting facilities, all of which impact the effectiveness of the service.

Objective : This study aims to identify the problems in the registration process of BPJS Health insurance patients based on five aspects of the fishbone diagram: man, machine, method, material, and money.

Method : This study applied a descriptive qualitative approach with a cross-sectional design. Data were collected through semi-structured interviews with registration staff and non-participant observations. Data were analyzed using a deductive coding approach and presented narratively and in a fishbone diagram.

Result : The man aspect showed issues such as limited staff, poor patient understanding of procedures, and undertrained new personnel. The machine aspect included disruptions in the VClaim system, non-functioning fingerprint scanners, and unstable internet connections. The material aspect pointed to cramped spaces and limited office supplies. The method aspect revealed a lack of proper patient education regarding registration flow. No problems were found in the money aspect as sufficient operational funding was available.

Conclusion : Registration issues for BPJS Health patients at RSU Queen Latifa are primarily influenced by the man, machine, method, and material aspects. Improvements are needed in human resources, technology systems, and facilities to optimize the quality of registration services.

Keywords: *BPJS Health, fishbone, patient registration, hospital services, medical records*

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