

ABSTRACT

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Study Program : D-3 Medical Records and Health Information
Title : Analysis of the Needs of Filing Officers with the Health Workload Analysis Method Medical Records Unit at Lavalette Hospital, Malang City

The medical record service at Lavalette Hospital has not been fully implemented electronically, so it still requires filing officers to carry out tasks manually. Judging from the average number of patient visits per day reaching 594 with the number of filing officers 4 people, to provide services for providing medical record documents officers have to work extra extra to comply with the minimum service standards. Filing officers at Lavalette Hospital also do not have a medical record educational background. The purpose of this study was to determine the needs of filing staff using the health workload analysis method at Lavalette Hospital. Research design is descriptive quantitative qualitative with cross sectional method. Techniques to collect data using observation and interviews. The population of this study were filing officers and medical record documents. While the samples were 4 filing officers and 30 medical record documents. Data analysis in this study uses Microsoft Excel. The results of the research based on the analysis of the workload of health showed that there was a shortage of filing officers. The health workload analysis determined that the working time available for filing officers was 1,433 hours/year or 85,980 minutes/year. Then the results obtained that the need for health human resources in the filing section is 6 people. While the filing division of health human resources currently available is 4 people. Based on these results, it is suggested that it is necessary to add or adjust the number of filing officers by 2 people so that filing activities and medical record services can run optimally, effectively and efficiently. It is recommended that additional officers be a medical recorder with a minimum educational background of D-3 in medical records and health information.

Keywords:

Health Workload Analysis, HHR, Medical Records, Filing