ABSTRACT

Evaluation of the Patient Fingerprint Scanning Process at the BPJS Registration Service at the Kanjuruhan Regional General Hospital. Devina Fauruz Inasa (2024). Final Assignment Report. D3 Medical Records and Health Information Study Program. Department of Medical Records and Health Information. Malang Ministry of Health Polytechnic. Tsalist Maulidah Hariez, SST, MMRS., Ach Zani Pitoyo, S.Si.T, M.Kes., MMRS.

Introduction: The Social Security Administering Body (BPJS) in Indonesia aims to provide social protection to the community through the National Health Insurance (JKN) program, with one of the important innovations being the use of fingerprint technology to simplify the patient registration process. However, in implementing this system there are still obstacles such as patient fingerprint data which cannot be read by the BPJS fingerprint application, delays in payment of fees by patients which result in service fines and hamper services, a lack of complete supplies of personal protective equipment (PPE) for registration officers to assist patients in carrying out fingerprints, as well as network problems or wifi signals which sometimes experience problems which can result in long waiting times and a buildup of patients at the registration counter. The aim of this research is to evaluate the implementation of patient fingerprinting in BPJS registration services at Kanjuruhan Regional Hospital using the 5M management elements. **Method:** This research was carried out at Kanjuruhan Regional Hospital with a descriptive qualitative approach using data collection techniques through observation and interviews. The population in this study were registration officers and heads of medical records using a sampling technique, namely purposive sampling technique. As for the data analysis technique, it uses the Miles and Huberman model data analysis technique which includes data reduction, data display, and conclusion drawing and verification. **Conclusion:** Of these five elements, it is known that the machine element requires special attention from management because it can cause long queues and slow down the patient service process, which ultimately has a negative impact on patient satisfaction and hospital operational efficiency.

Keywords: Evaluation, BPJS fingerprint, patient registration, 5M management elements.