ANALYSIS OF PATIENT SATISFACTION WITH THE QUALITY OF OUTPATIENT REGISTRATION SERVICE IN THE RME ERA AT BHIRAWA BHAKTI ARMY HOSPITAL

Putri, Ollyviane Amalia

Medical Record and Health Information Study Program, Health Polytechnic Ministry of Health Malang, Jl. Besar Ijen No. 77c, Oro-oro Dowo, Kec. Klojen, Kota Malang

ABSTRACT

Analysis of Patient Satisfaction with the Quality of Outpatient Registration Services in the RME Era at TNI-AD Bhirawa Bhakti Hospital. Ollyviane Amalia Putri (2024), Final Assignment Report, D3 Medical Records and Health Information Study Program, Departemen of Medical Records and Health Information, Malang Ministry of Health Polytechnic, Syndia Puspitasari, A.Md.SKM.,M.K.M, Avid Wijaya, S.ST., M.K.M

The level of success of a hospital in carrying out its duties is characterized by quality service. Quality service can be seen from how patient services are managed in terms of outpatient registration. Based on initial observations at the TNI-AD Bhirawa Bhakti Hospital, several issues were found, such as unstructured queues, poor communication with patients, a decrease in the number of outpatient visits after the implementation of RME, and also indications of problems with service quality. The aim of this research is to determine the level of patient satisfaction with the quality of outpatient registration services in the RME era at TNI-AD Bhirawa Bhakti Hospital. This study uses a quantitative analytical research method. The population used consists of all outpatient patients at TNI-AD Bhirawa Bhakti Hospital, with a sample size of 98 respondents. The results of this study using the chi-square test (p-value 0.001 < 0.05) show that there is a significant relationship between patient satisfaction and the quality of registration services at TNI-AD Bhirawa Bhakti Hospital. Based on this research, it is hoped that hospitals can continue to improve and maintain the quality of service at outpatient registration sites, and can guarantee confidentiality for each patient and conduct regular satisfaction surveys to evaluate health service performance and service quality.

Keyword : Patient satisfactiondical, Quality of Service, Electronic Medical Record