

Analisis kepatuhan dokter dalam mengisi resume medis pasien jaminan kesehatan nasional di RS Islam Siti Khadijah Palembang tahun 2016 = Analysis of physician's compliance in completely writing the JKN patient s discharge summary at Siti Khadijah Islamic Hospital in 2016 / Nur Inda Fadhlika Qoyum

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Abstrak

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Program Studi : Kajian Administrasi Rumah Sakit  
Judul : Analisis Kepatuhan Dokter dalam Mengisi Resume Medis Pasien JKN di RS Islam Siti Khadijah Palembang Tahun 2016  
Kepatuhan merupakan bentuk kinerja individu dalam organisasi, dipengaruhi oleh faktor internal dan eksternal. Terhambatnya pengajuan klaim akibat tidak lengkapnya resume medis menjadi masalah serius di era JKN. Ketidakepatuhan ini cerminan dari kinerja dokter yang tidak patuh. Penelitian ini menganalisis faktor-faktor yang berhubungan dengan kepatuhan dokter dalam mengisi resume medis pasien JKN tahun 2016. Digunakan desain cross sectional dengan pendekatan kuantitatif dilanjutkan pendekatan kualitatif. Hasil penelitian menunjukkan hubungan yang bermakna antara jenis pendidikan dengan kepatuhan dokter. Sedangkan faktor umur, jenis kelamin, masa kerja, status kepegawaian, format resume medis, reward dan sanksi, serta dukungan manajemen tidak berhubungan. Dari pendekatan kualitatif didapatkan peran staf lain seperti perawat dan petugas administrasi penting. Saran untuk RS: evaluasi berkala, penilaian kinerja, sosialisasi saat rapat, dan melibatkan dokter dalam membuat format resume medis.  
Kata kunci: Resume medis, kepatuhan dokter, kinerja, Jaminan Kesehatan Nasional JKN

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<b>ABSTRACT</b><br>

Name Nur Inda Fadhlika Qoyum  
Study Program Study of Hospital Administration  
Title Analysis of Physician's Compliance in Completely Writing The JKN Patient's Discharge Summary at Siti Khadijah Islamic Hospital in 2016  
Compliance is a form of individual performance in an organization that may be affected by internal and external factors. Pending claims due to incomplete discharge summary have been leading to a serious problem in JKN. Incomplete discharge summary is a reflection of physician's poor performance. The aim of this study was to analyze factors associated with physician's compliance in writing the discharge summary of JKN Patients in 2016. The design was cross sectional, used quantitative approach, continued by qualitative approach. The results showed there was significant relationship between the type of specialist with physician's compliance, while age, sex, work experience, employment status, discharge summary format, reward and punishment, as well as management support was not significantly associated. It was found from qualitative approach that the role of other staff such as nurses and other administrative was important. Suggestions for the hospital's management periodic evaluation of discharge summary, performance assessment of physicians, reminding at meetings, and engaging physicians in designing discharge summary format.  
Keywords Discharge summary, physician's compliance, performance, Indonesian's National Health Insurance JKN