TINJAUAN PELAKSANAAN PENDAFTARAN PASIEN RAWAT JALAN BERBASIS *ONLINE* DI PUSKESMAS MLATI II SLEMAN

Ratih Noviandari[1], Mohammad Mirza Fauzie[2], Anton Kristijono[3]
[123]Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta,
Jl. Mangkuyudan MJ III/304, Mantrijeron, Yogyakarta
email: ratihnoviandari45yk@gmail.com, mmfauzie@gmail.com,
kristijonoanton@gmail.com

ABSTRAK

Latar Belakang: Banyak puskesmas masih menghadapi kendala dalam sistem pendaftaran, seperti waktu tunggu yang lama dan ketidakefisienan pelayanan. Puskesmas Mlati II telah menerapkan pendaftaran pasien melalui *Whatsapp* dan *Mobile* JKN. Untuk mengidentifikasi permasalahan pada pelaksanaan pendaftaran *online* melalui 5 unsur yaitu: *man*, *material*, *method*, *machine*, dan *money*. Selain itu menggunakan metode USG (*Urgency, Seriousness, Growth*) untuk menentukan prioritas suatu masalah.
Tujuan: Meninjau pelaksanaan pendaftaran pasien rawat jalan berbasis *online* di Puskesmas Mlati II.
Metode: Jenis penelitian deskriptif kualitatif dengan desain penelitian *crossectional*. Hasil untuk identifikasi masalah menggunakan *fishbone* dan metode USG untuk menentukan prioritas masalah. Penelitian ini dilakukan pada bulan April 2025. Teknik pengumpulan data menggunakan *checklist* observasi, wawancara, pemberian skor USG dan dokumentasi. Subjek yang digunakan sebanyak 7 informan.
Hasil: Hasil penelitian ini menunjukkan dari unsur *man* sebagian petugas berpendidikan SMA, unsur *material* komputer dan CPU versi lama, unsur *method* SOP belum diperbarui, unsur *machine* komputer *error* dan jaringan bermasalah, unsur *money* keterbatasan anggaran. Untuk masalah prioritas tertinggi yaitu unsur *machine* komputer *error* dan jaringan bermasalah.
Kesimpulan: Ditemukan masalah pada unsur 5M dan diketahui prioritas masalah pada unsur *machine*, diharapkan untuk memastikan infrastruktur jaringan berfungsi dengan baik.

Kata Kunci: Pendaftaran rawat jalan, Pendaftaran *online*, Metode *Fishbone*, Metode USG

Review Of The Implementation Of Online Based Outpatient Registration at the Mlati II Health Center Sleman

Ratih Noviandari[1], Mohammad Mirza Fauzie[2], Anton Kristijono[3]
[123]Department of Midwifery Poltekkes Kemenkes Yogyakarta,
Jl. Mangkuyudan MJ III/304, Mantrijeron, Yogyakarta
email: ratihnoviandari45yk@gmail.com, mmfauzie@gmail.com,
kristijonoanton@gmail.com

ABSTRACT

Background: *Many public health centers still face obstacles in the registration system, such as long waiting times and inefficiencies in service. The Mlati II public health center has implemented patient registration through WhatsApp and Mobile JKN. To identify the problems in the implementation of online registration through 5 elements, namely: man, material, method, machine, and money. In addition, the USG (Urgency, Seriousness, Growth) method is used to determine the priority of a problem.*
Objective: *Reviewing the implementation of online outpatient registration at the Mlati II Health Center.*
Method: *A qualitative descriptive study with a crosssectional research design. The results for problem identification used a fishbone diagram and ultrasound methods to determine problem priorities. This research was conducted in April 2025. The data collection techniques used were observation checklists, interviews, USG scoring, and documentation. The subjects used consisted of 7 informants.*
Results: *The results of this study show that among the aspects, some staff have a high school education, the material aspect includes computers and old CPU versions, the method aspect of SOP has not been updated, the machine aspect involves computer errors and problematic networks, and the money aspect reflects budget constraints. The highest priority issue is the computer errors and problematic networks.*
Conclusion: *Several issues were found regarding the 5M elements and priorities of these Issues were found in the 5M components, and it is known that the priority issue lies in the machine component, it is hoped that the network infrastructure will function properly.*

Keywords: *Outpatient registration, Online registration, Fishbone method, USG method*