

**ANALYSIS OF MEDICAL RECORD STAFFING NEEDS USING THE
HEALTH WORKLOAD ANALYSIS METHOD AND WORKLOAD
INDICATOR OF STAFFING NEED AT THE MEDICAL RECORDS
DEPARTMENT OF WATES GENERAL HOSPITAL IN 2025**

Laila Diva Permata Widowati¹, Heni Puji Wahyuningsih², Syarah Mazaya Fitriana³
^{1,2,3} Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,
Daerah Istimewa Yogyakarta 55143
email: lailadiva0823@gmail.com, heni.pujiw@poltekkesjogja.ac.id,
syarah.fitriana@poltekkesjogja.ac.id

ABSTRACT

Background: The medical records department plays a crucial role in supporting the quality of hospital care through patient data management. However, the medical records staff at RSUD Wates is not yet fully optimized. There are still non-RMIK staff members, the distribution of workload is not evenly balanced, and dual roles are causing delays in diagnosis coding in 2025, a backlog of files in the filing system, and long queues at the APM section.

Objectives: To determine the ideal staffing requirements for medical record staff at the Medical Records Department of RSUD Wates in 2025 using the ABK-Kes and WISN methods, and to assess the alignment of educational qualifications and the gap in available personnel.

Methods: A quantitative descriptive study with a cross-sectional design. Data collection was conducted through observation, interviews, and document review. The observation subjects consisted of 37 medical records staff, and the interview subjects included 19 medical records staff representing various units. Staff needs were calculated using the ABK-Kes and WISN methods.

Results: Of the 36 medical records staff, 26 had an RMIK educational background and 10 were non-RMIK. The ABK-Kes method indicated a staffing requirement of 47 personnel, resulting in a shortage of 11 personnel. The WISN method indicated a requirement of 33 personnel, resulting in a surplus of 3 staff members. The highest staffing requirement was found at the outpatient registration counter and the coding department.

Conclusion: RSUD Wates still faces discrepancies in the number and qualifications of medical record staff, as well as an uneven distribution of the workload. The ABK-Kes method yields a higher staffing requirement compared to WISN because it accounts for allowances. RSUD Wates is advised to redistribute its workforce and conduct open recruitment requiring a minimum of a D3 degree in RMIK, particularly in the outpatient registration and coding departments, and to improve the alignment of educational qualifications among medical records staff.

Keywords: medical records, medical record personnel, ABK-Kes, WISN, workload

**ANALISIS KEBUTUHAN SDM PEREKAM MEDIS MENGGUNAKAN
METODE ANALISIS BEBAN KERJA KESEHATAN DAN *WORKLOAD*
INDICATOR OF STAFFING NEED DI INSTALASI REKAM MEDIS RSUD
WATES TAHUN 2025**

Laila Diva Permata Widowati¹, Heni Puji Wahyuningsih², Syarah Mazaya Fitriana³
^{1,2,3} Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,
Daerah Istimewa Yogyakarta 55143
email: lailadiva0823@gmail.com, heni.pujiw@poltekkesjogja.ac.id,
syarah.fitriana@poltekkesjogja.ac.id

ABSTRAK

Latar Belakang: Instalasi rekam medis berperan penting dalam mendukung mutu pelayanan rumah sakit melalui pengelolaan data pasien. Namun, SDM perekam medis di RSUD Wates belum optimal. Masih terdapat petugas non-RMIK, distribusi beban kerja belum merata, dan tugas ganda yang menyebabkan keterlambatan pengkodean diagnosis di tahun 2025, penumpukan berkas di *filing*, serta antrean pada bagian APM yang mengular.

Tujuan: Mengetahui kebutuhan ideal SDM perekam medis di instalasi rekam medis RSUD Wates tahun 2025 menggunakan metode ABK-Kes dan WISN serta mengetahui kesesuaian kualifikasi pendidikan dan kesenjangan tenaga yang tersedia.

Metode: Penelitian deskriptif kuantitatif dengan desain *cross sectional*. Pengumpulan data dilakukan melalui observasi, wawancara, dan studi dokumen. Subjek observasi berjumlah 37 petugas rekam medis dan subjek wawancara 19 perekam medis perwakilan unit. Perhitungan kebutuhan tenaga menggunakan metode ABK-Kes dan WISN.

Hasil: Dari 36 petugas rekam medis, 26 orang berlatar belakang pendidikan RMIK dan 10 orang non-RMIK. Metode ABK-Kes menunjukkan kebutuhan tenaga 47 orang sehingga masih kurang 11 orang. Metode WISN menunjukkan kebutuhan 33 orang sehingga terdapat kelebihan 3 tenaga. Kebutuhan tenaga tertinggi terdapat pada loket pendaftaran rawat jalan dan bagian koding

Kesimpulan: RSUD Wates masih mengalami ketidaksesuaian jumlah dan kualifikasi SDM perekam medis serta distribusi beban kerja yang belum merata. Metode ABK-Kes menghasilkan kebutuhan tenaga lebih tinggi dibandingkan WISN karena memperhitungkan *allowance*. RSUD Wates disarankan melakukan redistribusi tenaga kerja dan *open recruitment* dengan minimal Pendidikan D3 RMIK, terutama pada bagian pendaftaran rawat jalan dan koding serta meningkatkan kesesuaian kualifikasi pendidikan petugas rekam medis.

Kata kunci: rekam medis, SDM, ABK-Kes, WISN, beban kerja