

**ANALYSIS OF PMIK NEEDS IN THE PATIENT REGISTRATION UNIT
USING THE HEALTH WORKLOAD ANALYSIS METHOD (ABK-KES) IN
THE ELECTRONIC MEDICAL RECORD (EMR) ERA AT SANTA
ELISABETH GENERAL HOSPITAL BANTUL**

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ABSTRACT

Background: *The implementation of Electronic Medical Records (EMR) in hospitals has changed patient registration service processes and staff workload. The transition from manual to electronic systems has shifted work activities, requiring workforce analysis that is appropriate to hospital service conditions.*

Objective: *This study aimed to determine the need for medical record personnel in the patient registration unit using the Health Workload Analysis (ABK-Kes) method in the era of Electronic Medical Records at Santa Elisabeth General Hospital Bantul.*

Methods: *This study used a descriptive research design with a qualitative approach. Data were collected through observation, interviews, and documentation studies. Workforce requirement analysis was conducted using the Health Workload Analysis (ABK-Kes) method.*

Results: *The results showed that the implementation of EMR improved service efficiency and accelerated the patient registration process. The Available Working Time (AWT) of patient registration officers at Santa Elisabeth General Hospital Bantul was 68,820 minutes per year. The Supporting Task Standard (STS) calculation result was 1.22% with a Supporting Task Factor (STF) of 17.79%. Based on the ABK-Kes calculation results, there was an excess of 1 staff member on the morning shift in the patient registration unit.*

Conclusion: *The implementation of EMR affected the workload of patient registration officers, particularly in improving service effectiveness and efficiency. Therefore, workforce requirements need to be adjusted according to workload and staff competencies to optimize service delivery.*

Keywords: *Electronic Medical Record, workload, patient registration, ABK-Kes, PMIK, Santa Elisabeth General Hospital Bantul.*

ANALISIS KEBUTUHAN PMIK DI BAGIAN PENDAFTARAN PASIEN DENGAN MENGGUNAKAN METODE ANALISIS BEBAN KERJA KESEHATAN (ABK-KES) PADA ERA REKAM MEDIS ELEKTRONIK (RME) DI RSU SANTA ELISABETH BANTUL

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ABSTRAK

Latar Belakang: Penerapan Rekam Medis Elektronik (RME) di rumah sakit memberikan perubahan pada proses pelayanan pendaftaran pasien dan beban kerja petugas. Perubahan sistem dari manual ke elektronik menyebabkan adanya pergeseran tugas kerja sehingga diperlukan analisis kebutuhan tenaga kerja yang sesuai dengan kondisi pelayanan di rumah sakit.

Tujuan: Penelitian ini bertujuan untuk mengetahui kebutuhan tenaga rekam medis di bagian pendaftaran pasien dengan menggunakan metode Analisis Beban Kerja Kesehatan (ABK-Kes) pada era Rekam Medis Elektronik di RSU Santa Elisabeth Bantul.

Metode: Jenis penelitian yang digunakan adalah penelitian deskriptif dengan pendekatan kualitatif. Pengumpulan data dilakukan melalui observasi, wawancara, dan studi dokumentasi. Analisis kebutuhan tenaga kerja dilakukan menggunakan metode Analisis Beban Kerja Kesehatan (ABK-Kes).

Hasil: Hasil penelitian menunjukkan bahwa penerapan RME dapat meningkatkan efisiensi pelayanan dan mempercepat proses pendaftaran pasien. Waktu Kerja Tersedia (WKT) petugas pendaftaran pasien di RSU Santa Elisabeth Bantul sebesar 68.820 menit per tahun. Hasil perhitungan Standar Tugas Penunjang (STP) diperoleh sebesar 1,22% dengan Faktor Tugas Penunjang (FTP) sebesar 17,79%. Berdasarkan hasil perhitungan menggunakan metode ABK-Kes menunjukkan bahwa terdapat kelebihan petugas di bagian pendaftaran pasien pada *shift* pagi sebanyak 1 orang.

Kesimpulan: Penerapan RME berpengaruh terhadap beban kerja petugas pendaftaran pasien terutama dalam meningkatkan efektivitas dan efisiensi pelayanan. Oleh karena itu, diperlukan penyesuaian kebutuhan tenaga kerja sesuai beban kerja dan kompetensi petugas agar pelayanan dapat berjalan optimal.

Kata kunci: Rekam Medis Elektronik, beban kerja, pendaftaran pasien, ABK-Kes, PMIK, RSU Santa Elisabeth Bantul.