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Analisis Mutu Pelayanan Kesehatan Berdasarkan Dimensi Dibebalkar di Pavillon Mina Rumah Sakit Siti Khadijah Sapanjang

Analisis Kepuasan Pasien Rawat Jalan dengan Indeks Potential Gain Customer Value

Analisis Kualitas Pelayanan Menurut Brady and Cronin di Poli Anak

Analisis Keinginan Pemanfaatan Ulang Berdasarkan Penilaian dan Harapan Pasien Pelayanan Pemeriksaan Kehamilan

Analisis Faktor Penyebab Keterlambatan Waktu Penyusunan Dokumen Rezim Medis Pelayanan Rawat Jalan

Analisis Kebutuhan Obat Pneumonia Balita Berdasarkan Metode Morbiditas di Gudang Farmasi Kota (GFK) Surabaya

Brand Image RSUD Puspo Pasca Perubahan Status dari Puskesmas Menjadi Rumah Sakit

Analisis Kepuasan Pasien terhadap Kualitas Pelayanan dengan Teori Donabedian di Instalasi Laboratorium

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ANALYSIS OF DETERMINED FACTORS OF TARDINESS PROVIDING DOCUMENTS SERVICE IN OUTPATIENT MEDICAL RECORD UNIT

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Abstract

showed by the waiting time of patients. There are a many factors of waiting time of patients and the primary ones is a service time. This research was to determined factors of tardiness providing documents service in outpatient medical record unit in haji surabaya hospital. This research was an observational study with analytic and cross sectional design. The subjects were drawn from the population by accidental sampling with a sample of the patients as many as 70 respondence. The study was conducted for 2 weeks. The dependent variable is service time and the independent variables are educational level, job experience, employee’s behavior, human resources, distance and the outpatient positions, SOP, varieties of patient, amount of clinic, the availability documents, and clinic schedule. Correlation test was obtained the independent variables such as human resources and SOP have a correlation with the services time (p<0.05). Based on regression logistic test, a variables of the human resources (p=0.00) and SOP inflencned the service time (p=0.024). The conclusion of this research is the main factor that cause of the legth time of standard operating procedure (SOP). The recommendation for Haji Surabaya Hospital are should improvement organizational systems mainly on compliance officers to existing regulations and the addition of a medical record staff of outpatient medical record unit.

Keyword : determined, factors, hospital, medical, records, outpatient, tardiness,

Daftar Pustaka :