

Research Article



ANALYSIS OF HUMAN RESOURCE NEEDS IN THE MEDICAL RECORDS UNIT IN RSU MITRA MEDIKA BANDAR KLIPPA USING THE HEALTH WORKLOAD ANALYSIS METHOD

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ABSTRACT

Background: This research aims to help RSU Mitra Medika Bandar Klippa better organize and manage its human resources in order to deliver high-quality healthcare services. The aim of this study is to electronically manage and retain patient health data so that the medical staff can promptly and accurately access information, while some healthcare facilities are still having trouble integrating electronic medical records.

Methods: The research used descriptive method with a case study approach, which tries to provide a detailed and in-depth description of events that occur in a particular analysis unit.

Results: The research used descriptive method with a case study approach, which tries to provide a detailed and in-depth description of events that occur in a particular analysis unit.

Conclusion: One of the study's recommendations is for present medical professionals to get education to enhance their skills and increase job prospects based on the needs analysis. Additionally, the RSU Mitra Medika Bandar Kalipa should have seven staff

Keywords: *human resources, medical records, workload, analysis*

INTRODUCTION

In this modern era, the development of health technology is increasingly advanced, various sophisticated tools have been used in the health sector to make it easier for medical personnel to find out the diagnosis of their patients. One of them is a medical record tool, in developing countries the development of medical records using paper-based methods has now slowly disappeared and been replaced by electronic medical records, making it easier for doctors to take quick steps in diagnosing and treating patients. Activities related to electronic medical records are intended to make patients feel more comfortable. Patients can easily find their information in the patient database by mentioning their name or other identifiers, so they don't have to worry about forgetting to bring their medical card when they visit the hospital for treatment (1).

The implementation of electronic medical records is still full of obstacles in a number of health facilities. For example, Mitra Medika Bandar Klippa Hospital faces significant challenges due to its slow network and limited storage capacity.

Based on the results of observations and interviews that we conducted in October 2024 at Mitra Medika Bandar Kalipa Hospital, currently the Medical Records Work Unit (UKRM) only has four accessible health human resources. During the period October 2024–October 2024, there were 88,729 patients who came to the facility, or an average of 320 people per day. Due to the limited health human resources (HR) in the Mitra Medika Bandar Kalipa Hospital Medical Records Work Unit, four administrative assistants were placed in the patient registration section to assist medical record officers. Given the current limited health human resources, efforts are being made to utilize existing workers to reduce

the workload of medical record officers. Based on the calculation results, medical record officers often have an excessive workload because there is a mismatch between the number of officers and the number of patients and workload.(2)

Identification, assessment, diagnosis, treatment, and medical interventions performed during patient care are all recorded in the medical record, which is an essential documentation. In the treatment room, the medical record is an essential instrument for investigative, legal, clinical, administrative, and instructional purposes. The importance of providing effective and efficient medical care is highlighted by the availability and quality of Human Resources (HR) in the medical unit.

To ensure the quality of service in health facilities, such as hospitals, the government has set minimum service standards (SPM) in the health sector. Based on the Regulation of the Minister of Health No. 4 of 2018 concerning Minimum Service Standards in the Health Sector, every hospital must meet the standards for managing medical records, including data accuracy, fast and efficient file management, and timeliness of medical record completion.

However, the biggest problem often faced by medical records departments in many hospitals is the gap between the number of staff and the volume of work to be completed. The amount of work in the medical records unit increases along with the number of patient visits. Heavy workloads not only affect the speed of service but also the quality and accuracy of medical record management. Excessive manpower can slow down the collection and processing of patient data, cause data entry errors, and hinder the provision of other medical services.

A solid workload analysis can help hospitals meet SPMs and improve service

efficiency by matching the number of available human resources to the volume of work. One important tool for hospitals to analyze the workload of medical records staff and identify optimal human resource needs is the Health Workload Analysis (HWEA) approach. This methodology calculates the time required for each task, including patient registration, document filing, data entry, and medical record delivery.

Effective medical record services depend heavily on the balance between staff numbers and workload. Permenkes No. 269/Menkes/Per/III/2008 states that medical records are official documents that need to be maintained properly for clinical, administrative, and legal reasons. A shortage of personnel in the medical record department can lead to slow administrative operations, a higher likelihood of losing patient data, and a decline in the standard of medical services in general.

The Health Workload Analysis Method (ABK-KES) is one approach that is often used to assess the needs of health workers. This method calculates the time needed to complete the main tasks and complementary tasks and compares it with the amount of working time available to identify appropriate HR needs.(3) By implementing ABK-KES, hospitals can allocate their human resources more efficiently based on the tasks being worked on.

METHODS

The research methodology used is descriptive research with a case study approach, which tries to provide a detailed and in-depth description of events that occur in a particular analysis unit. Descriptive research at RSU Mitra Medika Bandar Klippa can be used in this situation to

identify various medical services or health phenomena that occur in the hospital. By using this approach, researchers can investigate and characterize actual conditions in the field, such as difficulties experienced by medical personnel, how health services are delivered, or the level of patient satisfaction with hospital services. By using this method, the study will be able to examine variables that have a greater impact on the standard of service provided by RSU Mitra Medika Bandar Klippa.

The case study approach describes a situation or problem that arises in a hospital by focusing specifically on one entity or unit, in this case RSU Mitra Medika. This study can explain how the hospital adapts to various changes, such as an increase in the number of patients or modifications to service operations. Through detailed data collection through direct observation, interviews, and hospital documents, the results of descriptive research can provide a more comprehensive understanding of the operational mechanisms of RSU Mitra Medika's health services and the elements that facilitate or hinder their provision. In planning this research, sources such as case studies and textbooks on qualitative research can also be used.

RESULTS

Table 1. Number of Officers and Education Criteria

No	Role of Officer	Education
1	Medical Record Officer	D3 Recorder and Information Health
2	Medical Record Officer	D3 Medical Record
3	Medical Record Officer	S1 Hospital Administration
4	Medical Record Officer	S1 Economics Management

Source: Observations of Mitra Medika Badar Klippa Hospital

Table 1 shows the education requirements and number of medical record officers at Mitra Medika Bandar Kalipa Hospital, which is four people. Two people with D3 education and two people with S1 education have met the education criteria to become officers at Mitra Medika Hospital. Mitra Medika Hospital officers have met the training and certification requirements required in hospital service standards.

Calculating time and workload components. RSU Mitra Medika uses the following explanation for workload components

Table 2 Workload and Time Norms

Task	Time
1 Main Tasks	
Patient Registration	5 Minute
DRM Removal	2 Minute
Inputting data into SIMRS	2 Minute
Distributing DRM	4 Minute
Checking DRM refunds from polyclinics and the emergency department	3 Minute
KLPCM	5 Minute
DRM rollback to rack	5 Minute filing

Based on Table 2, the officers of the Medical Record Unit of Mitra Medika Bandar Klippa Hospital carry out seven main activities and several supporting functions. The main tasks and time standards are compiled based on the results of observations made while in the hospital.

Tabel 3. Standar beban kerja

Type of activity	Activity	Norm Time	Time (Minute)	SBK (Time/Normal Time)
Main Task	Patient Registration	5 Minute	72.000	72.000:5 = 14.40
	Collection	2 Minute	72.000	72.000:2 = 36.000
	DRM			
	Inputting data To SIMRS	2 Minute	72.000	72.000:2 = 36.000
	Distributing	2 Minute	72.000	72.000:2 = 36.000
	Cheking Returt DRM from poly And ER	3 Minute	72.000	72.000:3 = 24.000
	KLPCM	5 Minute	72.000	72.000:5 = 14.400
	Returt Back to DRM filing self	5 Minute	72.000	72.000:5 = 14.400

Table 3 shows the results of standard workload calculations (SKBK). Explanation of workload norms used at RSU Mitra Medika Bandar Klippa.

Table 4. Workload standards

Component	Achievements	SBK	Human Resources Needs
Workload	1 Year		
Activity			
Patient Registration	88.729	14.000	88.729/14.000 = 0,92
Taking	88.729	36.000	88.729/36.000 = 0,35
DRM			
Inputing Data to	88.729	36.000	88.729/36.000 = 0,35
SIMRS			
Distributing DM	88,729	36,000	88,729/36,000 = 0.35
Checking DRM	88,729	24,000	88,729/24,000 = 0.53
From Poly And ER			
KLPCM	88.729	14.400	88.729/14.400 = 0,92
DRM Recheck	88.729	14.400	88.729/14.400 = 0,92
to Filing Self			

Note: JKT. (Total Manpower requirements); Main Task = 7 STPp; (Supporting Task Standard) = 1.01; Total HRK requirement for Medical Record Officers at RSU Mitra Medika Bandar Kalipa, namely: = (JKT x STP) = 7 × 1.01 = 7.07 = 7

Table 4 above shows the number of patients at RSU Mitra Medika from October 10, 2023 to October 10, 2024, or 88,729 patients, used to calculate patient achievement in a year. Patient information

processed by RSU Mitra Medika comes from SIMRS. RSU Mitra Medika handles more than 320 patients in one day, which they handle.

Table 5. Recapitulation of SDM K ABK Method (Kes)

Units	Amount	The Number of SDM K	Gap	Condition
	SDM K At the Moment	Should be	SDM K	
TPPRJ and UGD	4	7	3	Not yet suitable

Regulation of the Minister of Health Number 53 of 2012 concerning Guidelines for the Implementation of Workload Analysis in the Ministry of Health Environment is the basis for the results of observations and interviews with Health Human Resources at Citra Medika Bandar Kalipa Hospital who use Health Workload Analysis (ABK-Kes). Furthermore, the previous regulation Number 269/MENKES/PER/III/2008 concerning Medical Records is no longer valid because a new regulation has been issued, namely Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Medical Records. Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Data Protection, Data Security, and System Implementation regulates the electronic medical record system.

The Minister of Health has issued a new regulation mandating the management of electronic medical records in all health facilities. Electronic medical records refer to the documentation and implementation of digital health services.(4)

Because they can provide information to evaluate or improve these services, medical records are essential for the provision of health services.(5) At the RSU Mitra Medika health care facility, the purpose of implementing electronic-based medical records is to increase patient

satisfaction through faster access to patient data, reduce clinical errors, better documentation quality, and improve the quality and quantity of services.

However, we cannot ignore the fact that RSU Mitra Medika has faced a number of difficulties and obstacles in the process of implementing this electronic-based medical record. One of these difficulties is that the software needed to use this medical record is very expensive, and its use requires certification due to its vulnerability to patient privacy leaks.(6)

The findings of the ABK-KES method workload study on medical record officers at Mitra Medika Hospital are shown below. The workload analysis was carried out through the following stages:

Finding Health Facilities and Types of SDM K is the initial step that needs to be taken based on observation data obtained from RSU Mitra Medika. Health Service Facilities: RSU Mitra Medika Unit: Emergency Installation and Outpatient Registration Place (TPPRJ).

Determining Available Working Time (WKT).

The Available Working Time program aims to encourage the productivity of hospital units throughout the year. Available Working Time (WKT) is stipulated by the Regulation of the State Civil Service Agency Number 19 of 2011 as the number of working days in a week, namely five or six days, which is determined by the local regional head. Employee leave and national holidays are regulated by hospital policy. According to the Regulation of the Minister of PAN-RB 26 of 2011 concerning Guidelines for Calculating the Number of Civil Servant Needs in the Regions, Effective Working Hours (JKE) are limited

to 37 hours 30 minutes per week, 1,200 hours per year, or 72,000 minutes per year in 5 or 6 working days. (7)

The lack of human resources at Mitra Medika Bandar Klippa Hospital has a significant impact on the workload of medical record officers. Based on table 5 and the results of the table recapitulation calculation, Mitra Medika Hospital has four medical record officers. However, based on ABK-Kes calculations, Mitra Medika Hospital needs seven officers because the number of human resources currently available is not sufficient.

The ABK Kes approach consisting of six calculation stages is a strategy to evaluate HR needs based on the workload carried out by each type of HR based on its main activities and functions.(8-9) The six steps are as follows: identifying the type of HR and health facilities; identifying Workload Standards (SBK), Supporting Task Standards (STP), Available Working Time (AWT), identifying workload and time components, calculating HR needs, and calculating Supporting Task Factors. (10)

CONCLUSION

The medical records unit at RSU Mitra Medika Bandar Klippa has four staff, but there is no division of tasks, which increases the workload of staff and reduces the quality of patient care. This conclusion is based on the results of a study on the use of the ABK-Kes method for workload analysis at RSU Mitra Medika. Based on the results of the HRD recapitulation calculation using the ABK-Kes method, RSU Mitra Medika Bandar Kalipa should have seven staff, but there are only four. Therefore, the medical records department needs to add three staff.

To improve the quality of better performance, the Mitra Medika Hospital

medical record unit should add Human Resources (HR) and also divide tasks according to the hospital's service quality standards. There must be an additional 7 medical record officers because currently the hospital only has 4 officers, whereas 7 people is the ideal number.

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