



## ANALYSIS OF PATIENT SATISFACTION TOWARDS SERVICE QUALITY OUTPATIENT REGISTRATION IN THE ERA OF ELECTRONIC MEDICAL RECORDS

Syndia Puspitasari

D-IV Manajemen Informasi Kesehatan STIKES RS Baptis Kediri

Article info	ABSTRACT
<p><b>Corresponding Author:</b></p> <p>Syndia Puspitasari  <a href="mailto:syndiapuss96@gmail.com">syndiapuss96@gmail.com</a>            STIKES RS Baptis Kediri</p>	<p>To improve the quality of hospital quality, it can be seen from patient satisfaction. The quality of quality service can be seen from how patient services are managed, reviewed from the outpatient registration area. Based on the results of initial observations at Hospital "X", several problems were still found, such as unstructured queues, poor communication with patients, and problems in service quality. The purpose of this study was to determine the level of patient satisfaction with the quality of outpatient registration services in the RME era at Hospital "X". This study used a quantitative analytic research method. The population used was outpatients at Hospital "X" with a sample size of 98 respondents. The results of the study using the chi-square test (<math>p\text{-value } 0.001 &lt; 0.05</math>) showed that there was a significant relationship between patient satisfaction and the quality of registration services at Hospital "X". With this study, it is hoped that the Hospital can continue to improve and maintain the quality of services at the outpatient registration area.</p> <p><b>Keywords:</b> <i>Patient Satisfaction, Service Quality, Electronic Medical Records</i></p>
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### INTRODUCTION

A hospital's success in carrying out its duties is characterized by the quality of its services. One of the main factors in increasing patient satisfaction is optimal service quality (Karno, 2023). Efforts to improve hospital quality can be assessed through patient satisfaction and service quality dimensions. Patient satisfaction can be seen in how staff provide services, the confidence they instill in patients, their level of knowledge in providing services, and the appropriateness of the rates offered to patients (Nursalam, 2014).

With the advancement of technology, medical records have undergone significant development, from their original conventional approach to now being transformed by the use of computerized data input, commonly known as EMR (Electronic Medical Records). The

implementation of electronic medical records, through the optimal use of the Hospital Management Information System (SIMRS), allows for fast and accurate service, thereby maintaining the quality of healthcare services within a hospital (Haile G, 2023). Electronic Medical Records (ER) is a breakthrough in healthcare services aimed at optimizing the quality of care. Implementing EMR allows hospitals to quickly and accurately access patient information and minimize the risk of errors in writing or managing patient health data. However, the implementation of EMR can also present several challenges, including sudden server errors, inadequate technological facilities, data security, technology changes and maintenance, and a lack of human resource skills (Situmorang, 2023).

Based on previous research, it was concluded that there is a relationship between the use of EMR and service quality. Using a chi-square test, the results showed a sig value for continuity correction of 0.000, indicating a sig value  $<0.05$ . The T-test showed a significant value of  $0.000 < 0.05$ , indicating a difference in service quality between respondents who use EMR and those who do not (Situmorang, 2023).

Hospital "X" has not conducted an evaluation of the implementation of EMR, resulting in a decline in hospital quality. With this research, it is hoped that it can contribute to knowing the extent to which patient satisfaction influences the quality of outpatient registration services in the RME era in order to improve the efficiency and quality of health services.

## METHOD

This study uses a quantitative analytical method aimed at collecting and evaluating the level of patient satisfaction with the quality of outpatient registration services in the EMR era at Hospital "X". This study design uses 5 quality dimensions indicators to measure the quality of outpatient registration services in the electronic medical record era.

## RESULTS AND DISCUSSION

This research was conducted at Hospital X in December. A questionnaire was used to assess 98 respondents.

Table 1 shows that patient satisfaction at Hospital X was categorized as 4.1% disagreeing with the service quality, while 95.9% agreed with the service quality.

VARIABLE	CATEGORY					
	Disagree		Agree		Total	
	$\Sigma$	%	$\Sigma$	%	$\Sigma$	%
Patient satisfaction	4	4,1	94	95,9	98	100

Patient satisfaction obtained from the results of research conducted by researchers at Hospital "X" showed that most patients were very satisfied with the administrative services carried out informatively. Officers discussed well with patients if there were obstacles in the data input process. The majority of visiting patients were BPJS patients, and they were very satisfied with the services provided. Services were carried out quickly in accordance with applicable operational standards. Some other responses conveyed by patients during the interview regarding patient dissatisfaction included patients complaining that the queue system was still not well structured. In addition, the information provided by officers was still convoluted, making it difficult for patients to understand. There were still officers who chatted outside about the topic of work during operational hours of service. The results of this study are in line with research (Harini et al., 2023) that the main way to increase patient satisfaction as a health service provider is to maintain health service facilities and fulfill the quality of health services so that it can improve the perception of quality and create a more satisfying experience for patients.

VARIABLE	CATEGORY					
	Disagree		Agree		Total	
	Σ	%	Σ	%	Σ	%
Quality of health services	2	2	96	98	98	100

Based on Table 2, the results of the quality of health services obtained from Hospital "X" showed that 2% of patients disagreed, while 98% of patients agreed with the quality of service.

The results of this study indicate that patients agree with the quality of service provided at the hospital. This was evident from brief interviews with the researchers, where many patients stated that the service provided was very satisfactory. The staff were friendly and concerned about each patient's complaints or problems. The information provided by the staff was very clear and easy to understand. The administrative process was carried out easily. However, several factors contributed to patient dissatisfaction, including the difference between general patients and patients belonging to the hospital or relatives, where staff were admitted directly without waiting in line like others. The facilities provided were still inadequate and the waiting room was inadequate. This resulted in patients feeling uncomfortable in the room. The results of this study align with research (Pasalli' & Patattan, 2021) that suggests that efforts to maximize the quality of service provided include developing a regular patient satisfaction survey program and improving and developing facilities used to support services.

Based on the results of the chi-square test, it shows a significant relationship between patient satisfaction and the quality of registration services at Hospital "X" with a p-value of  $0.001 < 0.05$ . Therefore,  $H_0$  is rejected, meaning there is a positive influence of patient satisfaction on the quality of registration services. This can be proven that the better the quality of service provided, the higher the satisfaction with the services provided. Conversely, if the quality of service provided is lower, the lower the patient satisfaction with the quality of services provided (Pasalli' & Patattan, 2021).

## CONCLUSION

Based on the results of research and discussion regarding the analysis of patient satisfaction with the quality of outpatient registration services in the RME era, 95.9% of patients stated that they were satisfied with the quality of services provided at the outpatient registration location in the RME era at Hospital "X". 98% of patients stated that they agreed with the quality of services provided at the outpatient registration location in the RME era at Hospital "X". Based on the results of the research that has been conducted, there is a positive and significant influence between patient satisfaction with the quality of health services (p-value =  $0.001 \leq 0.05$ ) at the outpatient registration location in the RME era at Hospital "X".

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