Factors Associated with Delays in Services for General Policy Outpatient Patients at The Registration Lock of The Nuhon Health Center, Banggai District Year 2023

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ABSTRACT

Delays in patient services are generally often found in health facilities, both hospitals and community health centers. One of the community health centers in Banggai Regency which still often experiences problems with delays in patient service is the Nuhon Community Health Center. This health center, which is located in the Nuhon District area, serves outpatients in several polyclinics, one of which is the general polyclinic. One of the hopes of patients when visiting health facilities is that they don't have to wait long to get service, but there are still many statements from patients who complain about delays in service at the registration counter. This study aims to determine the factors associated with delays in general poly outpatient services at the Public Health Center Registration CounterNuhon, Nuhon District, Banggai Regency in 2023. This research is an analytical survey research with a type approachcross-sectional, by taking samples by accidental sampling with a total sample of 130 people. The statistical test used is Chi square to see the relationship between service delays and the performance of registration counter staff and facilities. The results of this study indicate that there is a relationship between the performance of the registration counter staff, facilities and delays in providing services to general poly outpatients at the Nohon Health Center Registration Counter, Nuhon District, Banggai Regency and the value of health workers is$p$ =0.000 while the means have a relationship with a value of $p = 0.000$. Therefore, it is necessary to improve the performance of health workers and provide supporting facilities in the health service process.

Keywords: Service Delays, Counter Officer Performance

1. INTRODUCTION

One form of the government's efforts to provide health to the community is that in each sub-district a government agency has been built as a community health service delivery unit, namely the Community Health Center or what is usually called the Community Health Center [1]. A Community Health Center (Puskesmas) is a service facility that carries out public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest level of public health in its working area.

The section that plays an important role in health services is the registration counter because this section provides patient medical record data. Apart from that, the registration counter is a key element in coordinating the activities of other units at the community health center which begins with patient registration. The registration service is a front office service which is the spearhead in health services because it is the first service and interacts directly with patients, so that patients can give the main impression of the quality of service in general

Outpatient services at community health centers serve patients seeking outpatient treatment for no more than 24 hours, including all diagnostic and therapeutic procedures. In the future, outpatient care will be the largest part of health services at Community Health Centers, with the aim of outpatient services including determining the diagnosis of disease with treatment measures, and for referral measures [2].

Punctuality and length of service are factors that are measured by the performance of the registration counter staff. Dexterity in providing services for registration counter officers and the professional attitude of the performance of registration counter officers is one of the factors that causes service times to be shorter and more effective.

The distribution of the number of registration counter staff at the Nuhon Health Center Registration Counter is four people, divided into one person for general patient registration, one person for BPJS registration, one person for Medical Records, and one person for registration, as well as introduction and taking of Medical Records which is done freely and prioritize registration. Registration counter services at the Nuhon Health Center start from Monday – Thursday at 07.30 – 11.30 WIT, Friday at 07.30 – 10.00 WIT, and Saturday at 07.30 – 11.00 WIT. Based on data on outpatient visits from the Nuhon Community Health Center, namely: in 2021 the number of outpatient visits was 3,444 people, in 2023 there were 2,004 people, and in January-May 2023 there were 768 people.

Based on initial observations made at the Nuhon Public Health Center Registration Counter, Banggai Regency, long and long queues were often found, often even exceeding service opening hours. The large number of patients is one of the factors causing the accumulation of patients which results in long patient service times being used. The long patient queues were not supported by adequate waiting rooms so that several patients and their families were forced to stand to wait their turn to be served at the registration counter. Staff delays are also often the reason why patients pile up at the registration counter. The time used in outpatient registration services starting from inputting patient data to submitting the patient's medical record to the general clinic takes ± 20 minutes, whereas based on the minimum service standards set by the Ministry of Health, the time for providing medical record documents for outpatient services is ≤ 7 minutes for existing patients and ≤ 10 minutes for new patients.

The things above directly impact the length of service time used, resulting in delays in patient service, but no research has been conducted regarding services at the Nuhon Health Center Registration Counter, Banggai Regency. Therefore, the author is interested in examining the factors related to delays in General Poly Outpatient Services at the Nuhon Public Health Center Registration Counter, Banggai Regency so that less than optimal services can be improved so that they have positive value for patients and for the health center itself.

2. METHODS

This type of research is descriptive, the method used is observation and uses a cross sectional approach. This research was conducted in July-August 2023 with a sample of 130 general poly outpatients in the waiting room of the Nuhon Community Health Center who visited during the research. The instrument used to collect the data required in this research is a questionnaire containing the variables to be studied.

3. RESULTS AND DISCUSSION

Table 1. Frequency Distribution of Respondents Based on the Performance of Registration Counter Officers

No	Performance of Registration Counter Officers	n	%
1.	Enough	43	33.1
2.	Not enough	87	66.9

Amount		130	100.0

Table 1 above shows that the distribution of the number of respondents who stated that the performance of Registration Counter Officers was adequate was 43 people (33.1%), and the number of respondents who stated that the performance of Registration Counter Officers was inadequate was 87 people (66.9%) out of 130 respondents.

Table 2. Frequency Distribution of Respondents Based on Means

No	Means	N	%
1.	Enough	45	34.6
2.	Not enough	85	65.4
Amount		130	100.0

Table 2 above shows that the number of respondents who said the facilities were sufficient was 45 people (34.6%), and the number of respondents who said the facilities were inadequate was 85 people (65.4%) out of 130 respondents.

Table 3. Frequency Distribution of Respondents Based on Delay General Poly Patient Services at the Registration Counter

No	Delay in Service	n	%
1	Not Served on Time	101	77.7
2	Served on Time	29	22.3
Amount		130	100.0

Table 5.3 above shows that the number of respondents who were not served on time was 101 people (77.7%), and the number of respondents who were served on time was 29 people (22.3%) out of 130 respondents

Table 4. Analysis of the Relationship between the Performance of Registration Counter Staff and Delays in Service to General Poly Patients at the Registration Counter

No	Performance of Registration Counter Officers	Delay in Service				Amount		P
		Served on Time		Not Served on Time				
		n	%	n	%	n	%	
1.	Enough	27	62.8	16	37.2	43	100.0	
2.	Not enough	2	2.3	85	97.7	87	100.0	0,000
Amount		29	22.3	101	77.7	130	100.0	

Cross tabulation analysis between the performance of Registration Counter Officers and delays in serving general poly patients at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency shows that of the 43 respondents who stated that the performance of Registration Counter Officers was adequate, 16 respondents (37.2%) stated that the performance of Registration Counter Officers was not served on time. Served on time by 27 respondents (62.8%). Respondents who stated that the performance of Registration Counter Officers at the Registration Counter was poor, with 85 respondents (97.7%) not being served on time, and 2 respondents (2.3%) being served on time.

From the bivariate analysis, the chi-square statistic shows that the value of $p = 0.000$ is smaller than the α value (0.05), this means that there is a relationship between Registration Counter Officers and delays in serving general poly patients at the Registration Counter at the Nuhon Health Center, Nuhon District, Banggai Regency.

Table 5. Analysis of the relationship between facilities and delays in services for general polyclinic patients at the Registration Counter

No	Means	Delay in Service				Amount		P
		Served on Time		Not Served on Time				
		N	%	n	%	n	%	
1.	Enough	26	57.8	19	42.2	43	100.0	
2.	Not enough	3	3.5	82	96.5	85	100.0	0,000
Amount		29	22.3	101	77.7	130	100.0	

Cross tabulation analysis between facilities and delays in services for general poly patients at the Registration Counter at the Nuhon Health Center, Nuhon District, Banggai Regency, shows that of the 43 respondents who stated that the facilities were adequate, 19 respondents (42.2%) stated that the facilities were not served on time and 26 respondents (57.8%) stated that the facilities were adequate. %), while of the 85 respondents who stated that facilities were lacking and not served on time, there were 82 respondents (96.5%) and served on time as many as 3 respondents (3.5%).

From the bivariate analysis, it was obtained that the chi-square statistic had a value of p = 0.000, which was smaller than the α value (0.05), this means that there was a relationship between facilities and delays in providing services to general polyclinic patients at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency.

Discussion

The results of this research based on univariate and bivariate analysis are explained as follows:

Performance of Registration Counter Officers

The performance of registration counter officers referred to in this research is the officer's ability to provide patient services in accordance with mutually determined standards of success, while the registration counter staff referred to are officers at the registration counter who have an important role in the patient service process in obtaining facilities. health. In this case, the patient's assessment of the performance of the Registration Counter Officer can slow down the service process at the registration counter. As we all know, registration counter staff act as an extension of the patient's hand to obtain health services directly from health workers on duty in polyclinics and emergency installations.

It can be said that the better the performance of the registration counter staff, the shorter the patient service process will be in getting the health facilities they expect [3]–[5]. From the distribution of respondents based on the performance of the registration counter staff, it was found that the number of respondents who stated that the performance of the registration counter staff was sufficient was 43 respondents (33.1%) while the number of respondents who stated that the performance of the registration counter staff was inadequate was 87 respondents (66.9%). This shows that with sufficient performance of registration counter officers, service delays can slowly be overcome. Patients who stated that the performance of the registration counter staff was poor in the hope of getting service satisfaction at a later time.

Cross-tabulation analysis between the performance of the registration counter staff and delays in service at the General Poly Outpatient Registration Counter at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency shows that of the 43 respondents who stated that the performance of the registration counter staff was adequate, 27 respondents were served on time (62.8 %), while the number of respondents who stated that the performance of the registration counter staff was adequate and that they were not served on time was 16 respondents (37.2%), while the number of respondents who stated that the performance of the registration counter staff was inadequate was 87 respondents, and those who were served on time were 2 respondents (2.3%),

while 85 respondents (97.7%) were not served on time. From the bivariate analysis, the chi-square statistic shows that the value of p = 0.000 is smaller than the α value (0.05), this means that there is a relationship between the performance of registration counter staff and delays in serving general poly patients at the registration counter at the Nuhon Health Center, Nuhon District, Banggai Regency.

The results of this research are in line with the results of research conducted by [6] which states that there is a relationship between the performance of Registration Counter Officers and service delays, so it is concluded that one of the factors causing delays in service at registration counters is the Performance of Registration Counter Officers.

Research results [7] stated that there was a significant relationship between the performance variable of registration counter officers and the service delay variable. So it can be concluded that one of the factors causing delays in service at the registration counter is the performance of the registration counter staff themselves.

Delay in service is a condition that occurs if it is not carried out according to the specified time. In this study, the delay in service referred to is that there is a discrepancy between the length of service time used by registration counter staff in serving patients and the time standards that have been set, namely the length of service time for new patients is ≤ 10 minutes and for old patients ≤ 7 minutes.

Means

The facilities referred to in this research are the physical facilities provided by the community health center in order to support the health service process at the registration counter effectively and efficiently so that patients who come to visit feel safe and comfortable.

The distribution of respondents based on facilities shows that the number of respondents who stated that the facilities were adequate was 45 respondents (34.6%), while those who stated that the facilities were inadequate were 85 respondents (65.4%) out of a total of 130 respondents.

Cross tabulation analysis between facilities and delays in general poly patient services at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency shows that of the 43 respondents who stated that the facilities were adequate, 19 respondents (42.2%) stated that the facilities were not served on time and 26 respondents (57.8%) were served on time. %), while of the 85 respondents who stated that facilities were lacking and not served on time, there were 82 respondents (96.5%) and served on time as many as 3 respondents (3.5%).

From the bivariate analysis, it was obtained that the chi-square statistic had a value of p = 0.000, which was smaller than the α value (0.05), this means that there was a relationship between facilities and delays in providing services to general polyclinic patients at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency.

This is possibly due to other factors that have a stronger influence, such as social relationship factors in the queuing culture where the influence of other people/family, especially the registration counter staff themselves, means that facilities can be a factor in delays in service.

In this research, another finding was found, namely that there were factors that influenced service delays other than the registration counter staff and facilities. Several respondents stated that the queue number was taken before the service opened, but when they took the queue number, they hoped to get a low queue number, but they got a queue number of tens. This is due to the system on the machine itself and also the family system carried out by the officers at the health center. This is a big complaint for patients whose distance from home to the health center takes quite a long time.

The results of this research are in line with the results of research conducted by [8] in five working areas of the Kemiri Muka Community Health Center, Depok Banten City, which shows that there is a significant relationship between facilities and service delays. [9] stated that there was a significant relationship between facilities and service delays.

CONCLUSION

Based on the results of research carried out at the Nuhon Community Health Center, Nuhon District, Banggai Regency on July 24 - August 5 2022, it can be concluded as follows:

1. There is a relationship between the performance of Registration Counter Officers and delays in general poly outpatient services at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency. This can be seen from the chi-square statistical value p = 0.000 < the α value (0.05)
2. There is a relationship between facilities and delays in general poly outpatient services at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency. This can be seen from the chi-square statistical value p = 0.000 < the α value (0.05)
3. In this study, factors were found that were related to delays in general poly outpatient services at the Nuhon Health Center Registration Counter, Nuhon District, Banggai Regency, namely the performance of the Registration Counter Officers and facilities.

SUGGESTION

From the results of this research, it can be suggested:

1. In this research, factors were found that were related to delays in service at the registration counter, namely the performance of the registration counter staff and facilities.
2. It is necessary to evaluate the Registration Counter Officers who are in the registration section so that their performance in providing patient services must be more disciplined so that the registration process is no longer hampered.
3. There needs to be additional facilities in the patient waiting room such as waiting chairs so that patients waiting for their turn do not pile up at the registration counter, and also the family system that is still in place for taking queue numbers is stopped so that it does not harm other patients.

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