

Analysis of Storage Spaces to Support the Health Service System at Santosa Hospital Bandung Central in 2021

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ABSTRACT

One of the health services provided by the hospital is the medical record service. The implementation of good medical file storage through systematic procedures is one of the keys to the success of health service, it is also one of this study was to determine the medical record storage space, the obstacles that occurred, and the effort made in the storage room at the Santosa Hospital Bandung Central. The research method used is descriptive qualitative research, by describing the relevant data. Data collection techniques in the form of interviews and document studies. From the results of the study it can be said that the layout and environment for storing medical records at Santosa Hospital Bandung Central is appropriate, the number of visits that continues to increase is not comparable to the medical record storage space contained in the storage room, the use of medical records is an effort made by Santosa Hospital Bandung Central. The use of electronic medical records overcomes problems in the storage space so as to minimize disruption of health services provided by the Santosa Hospital Bandung Central to patients.

Keywords : *Physical environment, Health services, Medical record storage, Layout.*

INTRODUCTION

A hospital is a health care institution and is expected to be able to provide quality health services, so as to provide satisfaction to consumers [1] It can be said that a hospital is a health center that provides medical services and treatment to patients who need diagnosis, treatment and cure of various diseases. Hospitals usually have various facilities and trained medical personnel such as doctors, nurses, and other medical personnel.

The main objective of hospitals is to provide quality and comprehensive health services to patients, both for the treatment of diseases and the prevention of complications. In addition, hospitals also play a role in providing quality and comprehensive healthcare services to patients, both for the treatment of diseases and the prevention of complications. In addition, hospitals also play a role in providing health education and research.

Hospitals can be of various types, including general hospitals that provide a wide range of general medical services, specialized hospitals that focus on specific areas such as cardiology, orthopedics, or oncology, and public and private hospitals. In various health systems around the world, hospitals Hospitals play an important role

in ensuring access to health services needed by the community. According to [2] hospitals are health facilities that organize comprehensive individual health services that provide inpatient, outpatient and emergency services. In this case, comprehensive health services include promotive, preventive, curative and rehabilitation services. One of the health service units provided by the hospital is the medical record unit based on Permenkes no. 269 of 2008 [3], Medical records are files containing records and documents about patient identity, examination, treatment, actions, and other services provided to patients. In medical records, it is also necessary to plan a storage layout so that medical record files are neatly arranged or not scattered anywhere.. According to [4] Spatial planning is a process to determine the spatial structure and spatial pattern which includes the preparation and establishment of spatial plans. The implementation of spatial planning is an activity that includes regulation, guidance, implementation, and supervision of spatial planning. And according to [5] activities that include regulation, guidance, implementation, and supervision of spatial planning. Good spatial arrangements support the implementation of work in an orderly and smooth manner, work communication is smoother, so coordination and supervision are easier, ultimately achieving work efficiency.

Based on research at Santosa Hospital Bandung Central, there are obstacles in the medical record file storage room that need to be overcome. From a preliminary survey conducted previously in the medical record file storage unit section Santosa Hospital Bandung Central found problems related to storage space layout. From the results of interviews that the author has conducted with the head of the medical records agency and seeing the direct data that the author received, there is an excess capacity of medical record files, this is because the medical record file storage space that has met the capacity is not proportional to the number of new patients entering. Judging from the condition of the storage layout, it can allow interference with health service activities that are provided less optimally and can cause problems in the process of storing medical record files which can cause a disrupted health service system. Especially one of the goals of Santosa Hospital Bandung central is superior in the field of Service Excellence or superior in service, so it can be said that the medical record file storage layout at Santosa Hospital Bandung Central is one of the important things in providing optimal service to patients.

METHOD

a.Type of Research

The research method used is qualitative research with a descriptive approach. According to [6] Qualitative research methods are an in-depth understanding of a symptom, fact or reality. Facts, realities, problems, symptoms and events can only be understood if scientists study them in depth and do not limit themselves to views on the surface. The author uses a qualitative method where the process of extracting information is realized in the form of words, pictures, not numbers [7].

Research Instruments

The data collection instrument used is an interview, the author makes several questions about the topics and problems in the research being studied. And document studies that support in the form of written documents.

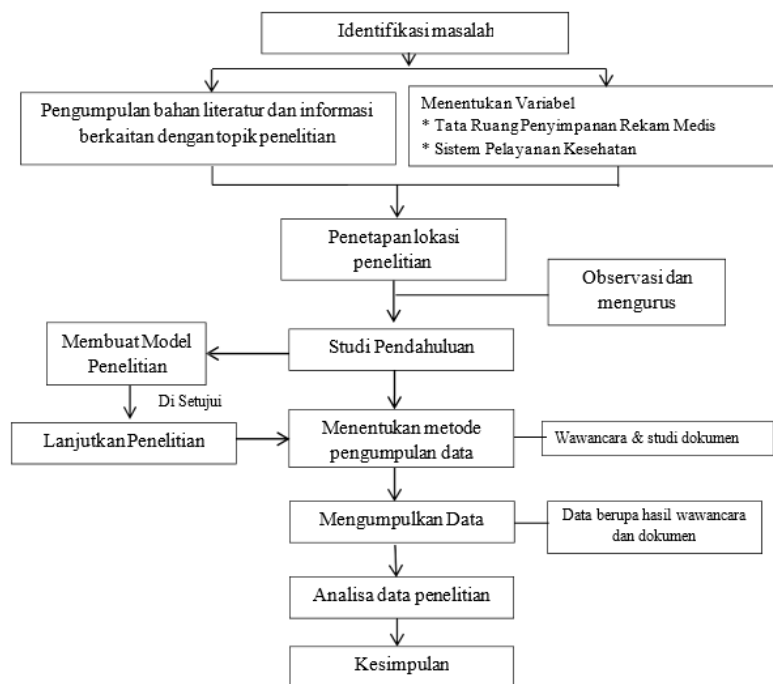
a. Place and Time of Research

Researchers conducted research at Santosa Hospital Bandung Central in the medical record storage room, in April 2021.

b. How to Analyze Data

Data from the hospital will be analyzed, the data analysis techniques used in this qualitative research are data collection, data reduction (summarizing or selecting data focusing on important things), data presentation (brief description) and the final step is conclusion drawing and verification.

a. Proses Penelitian



Gambar 1
Proses Penelitian

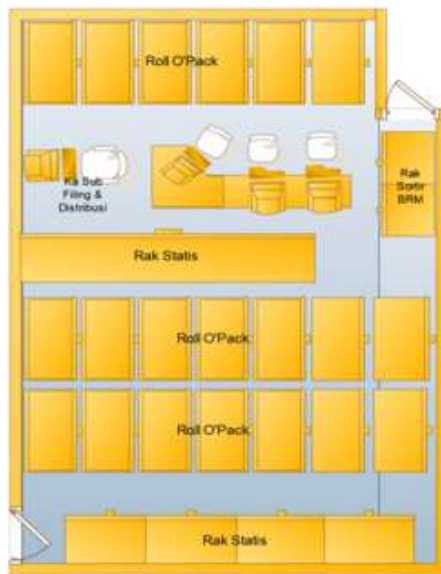
- 1) Based on Figure 1, this research can begin with:
- 2)
- 3) 1) Identifying problems. The author finds problems that often occur in the medical record unit, namely regarding the storage space for medical record files that experience excess capacity. From the discovery of problem identification.
- 4) 2) Determining variables based on the object of research, namely the medical record storage layout at Santosa Hospital Bandung Central which has 2 storage rooms and is in accordance with established regulations but still experiencing problems in capacity.

- 5) 5) storage of medical record files. Another variable is the health service system whether problems in the storage room will affect health services at Santosa Hospital Bandung Central. Literature was collected from books, regulations, journals with the keywords spatial layout, physical environment, medical record storage, and health services.
- 6) 6) The place of research implementation is Santosa Hospital Bandung Central, the data source of this research is the Head of the Medical Records Agency of Santosa Hospital Bandung Central, named Mr. Musna Iqbal Nurzaha, Amd.Perkes.,S.TR.Kom.RM.
- 7) 7) Conduct a preliminary study with the intention of finding information about the research to be carried out, by looking for books, journals, regulations that clarify the research, preliminary studies obtained in the form of ergonomic rules of storage space, government regulations on hospitals, health services and medical records, the relationship between medical records and health services. By using the sources that have been obtained previously, a research model is made in the form of a mini proposal containing the background of the research, problem formulation, research objectives and research benefits.
- 8) 8) Data collection techniques are interviews and document studies. The initial stage in this research is a document study by obtaining data in the form of documents containing storage space plans and photos of medical record storage conditions obtained from the Head of the Medical Records Agency of Santosa Hospital Bandung Central. After obtaining the document, the author interviewed the head of medical records with questions related to everything about the medical record storage layout at Santosa Hospital Bandung Central.
- 9) 9) Once the results of the research model are approved, the research will be continued and developed using the data from the interviews with the informants and also the written data obtained from the previous Head of the Medical Records Agency of Santosa Hospital Bandung Central.
- 10) 10) Research data analysis. Data collection, data reduction (summarizing or selecting data focusing on important things), data presentation (brief description) and the last step is conclusion drawing and verification.
- 11) 11) Presentation of research results and conclusions.

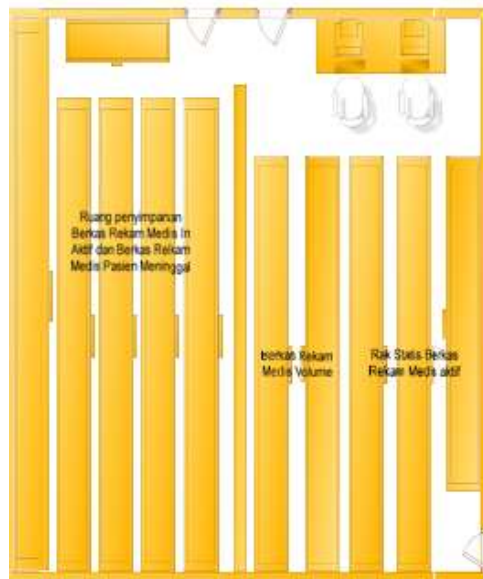
Result

Layout and physical environment of the storage room

There are 2 storage rooms for medical record files at Santosa Hospital Bandung Central:



Gambar 2 Ruang Sub Instalasi *Filing Dan Distribusi* di lantai 2.



Gambar 3 Ruang Sub Instalasi *Filing Dan Distribusi* di lantai 2.

Berdasarkan pada gambar 2 dan gambar 3 mendapatkan hasil sebagai berikut:

Tabel 1
Penjelasan Tata Ruang

Tata Letak dan Lingkungan Fisik	Ruang Sub Instalasi Filing Dan Distribusi di lantai 2	Ruang Sub Instalasi Filing Dan Distribusi di Basement 2
Ukuran Ruangan	6,80m x 28,30m	12,4 m x 14,72 m.

Penempatan	Pada ruangan di	lantai 2	Pada ruangan di basement 2
Berkas Rekam	diletakan	berkas	rekam ini dibagi 2 bagian. Pada
Medis	medis aktif		bagian kiri ruangan diletakan
			berkas rekam medis in aktif
			dan berkas rekam medis
			pasien meninggal ditempatkan pada rak statis, dan pada bagian kanan ruangan diletakkan berkas rekam medis volume dan berkas rekam medis aktif ditempatkan pada rak statis.
Tata ruang	Ruangan dengan 2 pintu	depan dan belakang	Ruangan dengan 2 pintu
Alat keselamatan kerja	Telah dilengkapi dengan	apar atau alat pemadam	kebakaran.
Suhu Ruang	Suhu ruangan 24°C		Suhu ruangan 21-22°C karena AC pada bagian Basement masih baru.
Kebisingan Ruang	Ruangan sudah kedap suara	minim dari kebisingan	Ruangan sudah kedap suara
Pencahayaan	Pencahayaan ruangan	normal.	Pencahayaan ruangan
Ukuran Rak	Ukuran rak sesuai standar		Ukuran rak sesuai standar

Medical Record File Storage

- a. Use centralized storage procedures as decantralized systems are no longer recommended.
- b. The flow of storage on employee effectiveness is not interrupted and does not become an obstacle when the storage room is full.
- c. Retention runs every year, the separation method is 5 years from the last treatment in accordance with Permenkes no 269 / MENKES / PER / III / 2008. Retention of medical record files

- d. determined based on the type of disease.
- e. The alignment system uses the final number system (Terminal Digit Filing).
- f. Manual storage form, and also electronic but this electronic storage form is more about patient identity.
- g. Factors affecting the capacity to use the number of visits.
- h. The length of storage of medical record files is 5 years based on Permenkes No. 69/MENKES/PER/III/2008.
- i. The file rack is the storage room layout temperature, lighting and air ventilation are appropriate.
- j. The number of employees in the medical record storage section there are 16 employees



Gambar 4. Ruang Sub Instalasi *Filing* Santosa Hospital Bandung Central.

Gambar 4 merupakan gambaran ruangan penyimpanan berkas rekam medis Santosa Hospital Bandung Central berkas rekam medis yang menumpuk.

Obstacles that occur in the arrangement of medical record storage space at Santosa Hospital Bandung Central

The condition of the room that has met the capacity even though the spatial layout is in accordance with the standards of Permenkes no 269 /MENKES/PER/III/2008, is not proportional to the number of new patient visits that continue to grow. It is not possible for the hospital to accept additional storage space for medical record files. As of 2020 on the official website of Santosa Hospital Bandung Central, the BOR averages 80% and Outpatient Visits 1000 per day within a period of 5 years.

Efforts have been made to overcome obstacles in the arrangement of medical record storage space at Santosa Hospital Bandung Central.

It is not possible for the hospital to receive additional storage space for medical record files, while the number of new patient visits continues to grow. New medical record files that are no longer possible to store in the storage room, regarding this problem, the hospital has shifted towards digitizing medical records or electronic medical records (RME).

Research limitations contained in this study due to the Covid-19 pandemic situation, this

study cannot directly observe the hospital and present the results with the data obtained as it is with the help of written documents and interviews.

Conclusion

Kondisi ruangan yang sudah memenuhi kapasitas walaupun tata ruang yang sudah sesuai standar dengan Permenkes no 269 /MENKES/PER/III/2008, tidak sebanding dengan jumlah kunjungan pasien baru masuk yang terus bertambah. Tidak memungkinkan untuk diterimanya penambahan kembali ruangan penyimpanan berkas rekam medis oleh rumah sakit. Per tahun 2020 pada website resmi Santosa Hospital Bandung Central, BOR rata-rata 80% dan Kunjungan Rawat Jalan 1000 per hari dalam jangka waktu 5 tahun.

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