

Review Of Workforce Needs In The Filing Section Based On The ABK – Kes Method At RSJD Dr. Arif Zainudin Surakarta In 2024

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Abstract. The ABK - Kes method is one way of calculating health human resource needs based on the workload carried out by each type of SDM in accordance with their main duties and functions. Dr Arif Zainudin Surakarta Regional Mental Hospital has 2 filing officers. There are several problems including filing officers having to sort documents manually, the transition of manual medical records to electronic medical records, and limited medical record document folders in medicolegal services. This study aims to determine the number of labour requirements in the medical record unit of the filing section using the ABK - Kes method. This research is a descriptive research, with a cross sectional approach. The subjects in this research are 2 filing officers while the object in this research is the workload of filing officers. Data collection methods were carried out by observation and interview. The results of this research are a health facility of the type of regional psychiatric hospital owned by the Central Java provincial government with the type of SDM medical records unit in the filing section, available work time of 75.600 minutes/year, workload components totalling 13 main tasks and 3 additional tasks, workload standards of 285.773 minutes/year, FTP value of 2.75% and STP value of 1.03 and the need for SDM in the filing section after being calculated using the ABK - Kes method is 4 officers. The number of officers of the medical record unit in the filing section at Dr Arif Zainudin Surakarta Hospital currently amounts to 2 officers, from the results of calculations using the ABK-KES method resulting in 4 officers. The suggestion that researchers can give is that they should add 2 medical record officers in the filing section, so that the workload of filing officers is not high which will result in the quality of officer performance.

Keywords: labour needs, filing officers, ABK – KES method

I. BACKGROUND

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 about medical records. Medical records are documents containing data on patient identity, examination, treatment, actions and other services that have been provided to patients. One of the medical record units includes filing, which is a system of organising medical records in a specific place so that storage and retrieval become faster and easier. The purpose of filing activities is to protect the contents of medical records from physical damage, because medical records are very important for health services. To do filing activities, human resource planning is needed.

Human resource planning is a major function that must be carried out by every organization and must be the focus of attention so that the steps the management takes are right. One of function in the health sector is the planning of the medical records workforce. The task of medical recorders and health information is to manage patient data into health information that is useful for making decisions. Proper management of medical records is seen in the quality aspect such as knowledge and skills, while in quantity, the number of staff available must be in accordance with the workload. One method that can be used in planning health resource needs is workload analysis.

Based on a preliminary survey, RSJD Dr Arif Zainudin Surakarta is a type A hospital located in Surakarta, has 2 filing officers who have a diploma of medical records and health information educational background. The problem that happened in RSJD Dr Arif Zainudin Surakarta was that the officer had to sort the patient's medical record documents both inpatient and outpatient manually when conducting shrinkage calculated from the last patient visit with a period of 10 years. Officers do not have data on medical record documents that must be retired and have not been systemised on a computer so that officers sort medical record are made into one folder and sorted by medical record number. Medical record document borrowing in medico legal services, officers must search one by one, and use a tracer that is inserted into the folder so that it takes a long time to find patient medical record documents. There are times when filing officers carry out supporting tasks, namely tasks outside the hospital. Documents on each shelf and each sub-shelf. Another problem is the transition of manual medical

records to electronic medical records where the average file picked up and returned in one day is 10 medical record files. Limitations of medical record document folders so that in medico legal services, medical record documents for all patients. This certainly makes the filing officer's main task delayed and other officers double up in filing services on the day. So it is necessary to calculate SDM needs to confirm if the number of filing workers available is in accordance with the needs.

Based on the description above, the writer wants to do research on the review of the labour needs of the medical record unit based on the ABK – Kes method. So the writer chose the title “Review Of Workforce Needs In The Filing Section Based On The ABK – Kes Method At RSJD Dr. Arif Zainudin Surakarta In 2024.”

II. METHOD

This research is a descriptive survey research. Descriptive survey research is conducted on a set of objects that are usually used to see an overview of phenomena (including health) that occur in a particular population. (Notoatmodjo, 2018).

The data collection methods used are observation and interview methods. The observation method is carried out to find out directly the main tasks performed by filing officers. The interview method was conducted to the officers directly where the researcher obtained verbal information from a research target or conversed face to face with the person.

The subject is the whole object where there are various sources or information related to the research, in the medical record unit of the filing section are 2 officers. The object is something that is a factor of a research, in this research using the object of the workload of filing officers at Dr Arif Zainudin Surakarta Hospital.

III. RESULTS AND DISCUSSION

1. Identify Health Care Facilities and Types of Health Human Resources

In this research, the health care facility is the Regional Mental Hospital Doctor Arif Zainudin Surakarta and the type of health human resources is a filing officer consisting of 2 people with the details of education as below:

Health Care Facilities	Types of Health Human Resources	Quantity Health Human Resources	Name	Education
Regional Mental Hospital Doctor Arif Zainudin Surakarta	Filing officer	2	Officer 1	Diploma three medical records and health information
			Officer 2	Diploma three medical records and health information

2. Identify Available Working Time

Available Working Time is the time used by health human resources to carry out activities and tasks within 1 year. Based on the results of the research, the following data were obtained:

- a. Working days: 5 days/week that is 260 days/year
- b. Employee leave: 12 days/year
- c. National holidays in 2024 : 22 days
- d. Training: 1 day/year
- e. Absence: None combined with employee leave

In this research, the available working time used does not use the provisions of Permen PAN RB Number 01 of 2020 but uses calculations according to data obtained from the Regional Mental Hospital Doctor Arif Zainudin Surakarta with the result of 75.600 minutes / year for 5 working days.

3. Identify Workload Components and Time Norms

According to the Health Workload Analysis Manual (2016), workload components are the types of tasks and job descriptions that are actually carried out by certain types of health human resources in accordance with the main tasks and functions of the position that have been determined. Based on the research results, the descriptions of the main tasks, supporting tasks, and time norms for the filing section are as follows:

No.	Task Type	Workload Components	Time Norms
1.	Main Tasks	Providing services for borrowing medical record documents used for research and education of health workers	3,00 mnt/drm
		Recording borrowed/issued medical records	2,02 mnt/drm
		Validating returned medical records according to borrowing	3,06 mnt/drm
		Storing outpatient medical records according to the storage rack	0,97 mnt/drm
		Storing inpatient medical records according to storage shelves	2,17 mnt/drm
		Assessing the draft medical record retention schedule	10,71 mnt/drm
		Selecting medical records that will be proposed in the retention process	10,35 mnt/drm
		Assess the medical records that are retired	15,64 mnt/drm
		Store medically valuable inactive outpatient medical records	5,09 mnt/drm
		Scanning manual medical record documents	9,63 mnt/drm
		Checklist for returning and borrowing electronic medical records	4,35 mnt/drm
		Make a list of electronic medical records of new patients	4,91 mnt/day
		Make a list of electronic medical records of old patients	6,88 mnt/day
2.	Supporting Tasks	Preparing tools and rooms	5 mnt / day
		Procure forms	15 mnt / 3 month
		Internal meeting	60 mnt / month

4. Counting Workload Standards

Workload standards are the volume of work carried out for 1 year for each type of health human resource. Workload standards for a main activity are prepared based on the time needed to complete each activity (average time or time norm) and the available working time that has been determined. Based on the results of the research, the standard workload can be calculated as follows:

Workload Components	Time Norms (minutes /drm)	Working Time Available (minutes/ year)	Workload Standard (minutes)
(1)	(2)	(3)	(3)/(2)
Provide services for borrowing medical record documents used for research and education of health workers.	3,00 /drm	75.600 mnt/year	25.200
Recording borrowed/issued medical record documents	2,02 /drm	75.600 mnt/year	37.425,74
Validating medical record documents that have returned according to borrowing	3,06 /drm	75.600 mnt/year	24.705,88
Storing outpatient medical record documents according to the storage rack	0,97 /drm	75.600 mnt/year	77.938,14
Storing inpatient medical records according to the storage rack	2,17 /drm	75.600 mnt/year	34.838,70
Assessing the draft medical record retention schedule	10,71 /drm	75.600 mnt/year	7.058,82
Selecting medical records that will be proposed in the framework of the retention process	10,35 /drm	75.600 mnt/year	7.304,34
Assess the medical records that have been retired	15,64 /drm	75.600 mnt/year	4.833,75
Store inactive outpatient and inpatient medical records with specific medical value	5,09 /drm	75.600 mnt/year	14.852,65
Scanning manual medical record documents	9,63 mnt/drm	75.600 mnt/year	7.850,46
Checklist for returning and borrowing electronic medical records	4,35 mnt/drm	75.600 mnt/year	17.379,31

Workload Components	Time Norms (minutes /drm)	Working Time Available (minutes/ year)	Workload Standard (minutes)
Make a list of electronic medical records of new patients	4,91 mnt/hari	75.600 mnt/year	15.397,14
Make a list of electronic medical records of old patients	6,88 mnt/hari	75.600 mnt/year	10.988,37
Total			285.773

5. Calculating Supporting Task Standards and Supporting Activity Factors

Supporting tasks are to complete activities either directly or indirectly related to the main tasks and functions performed by all types of health human resources. The supporting task factor is the proportion of time used to complete each activity per unit of time (per day or per week or per month or per semester). Based on the results of the study, the standard supporting tasks and supporting task factors can be calculated as follows:

Activities	Average Times	Activity Time (mnt/ year)	Available Working Time (mnt/ year)	Supporting Task Factors %
(1)	(2)	(3)	(4)	(3)/(4) X 100
Preparing tools and space	5 minutes/ day	1.300	75.600	1,72
Procure forms	15 minutes / 3 month	60	75.600	0,08
Internal meeting	60 minutes / month	720	75.600	0,95
Supporting Task Factors %				2,75 %
Standards of Supporting Duties				1,03

Based on the results of the above calculations, the standard result of supporting tasks is 1.03 which is a multiplier value for the human resource needs of health in the main job description.

6. Calculating Health Human Resource Needs

Based on the results of the research, data was obtained from January to April 2024 which was then predicted as a 1 year outcome, then the results were used to calculate the health human resource requirements for the filing section obtained from 1 year's outcome divided by the standard workload as follows:

Activities	1 Year Outcome (drm)	Workload Standard (minutes)	Health Human Resource Needs (Officer)
(1)	(2)	(3)	(2)/(3)
Provide services for borrowing medical record documents used for research and education of health workers.	525	25.200	0,020
Recording borrowed/issued medical records	378	37.425,74	0,010
Validating medical records that have returned according to borrowing	7.791	24.705,88	0,315
Storing outpatient medical records according to the storage rack	3.957	77.938,14	0,50
Storing inpatient medical records according to storage shelves	3.834	34.838,70	0,110
Assessing the draft medical record retention schedule	3.402	7.058,82	0,481

Activities	1 Year Outcome (drm)	Workload Standard (minutes)	Health Human Resource Needs (Officer)
Selecting medical records that will be proposed in the retention process	3.402	7.304,34	0,475
Assess the medical records that are being retired	3.402	4.833,75	0,703
Store inactive outpatient and inpatient medical records with specific medical value	3.402	14.852,65	0,229
Scanning manual medical record documents	5.625	7.850,46	0,716
Checklist for returning and borrowing electronic medical records	7.791	17.379,31	0,448
Make a list of electronic medical records of new patients	241	15.397,14	0,015
Make a list of electronic medical records of old patients	241	10.988,37	0,021
Total Labour Requirement			4,043
Standard Of Supporting Duties			1,03
Health Human Resource Needs			4,16
Rounding			4

Based on the results of the research, the Regional Mental Hospital Doctor Arif Zainudin Surakarta has 2 filing officers and based on the results of the calculation of health human resource needs using the health workload analysis method, 4 officers were obtained. So that the health human resource needs of the filing section require the addition of 2 officers. This research is in accordance with Chyntia, et al (2022), that it is necessary to hold additional filing officers so that the workload of officers is not high and services become more optimal.

IV. CONCLUSIONS AND SUGGESTIONS

Based on the results of the research it can be concluded that the Regional Mental Hospital Doctor Arif Zainudin Surakarta has 2 filing officers, this amount is not proportional to the workload owned so that there is work that is not completed. From the results of the calculation of health human resources with the health workload analysis method, it was found that there were 4 officers so that it was necessary to add 2 filing officers with a diploma three educational background in medical records and health information so that they were in accordance with the job description performed. They should immediately move to electronic medical records so as to save space, paper, and costs.

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