

# Transforming Outpatient Registration: A Quality Management Approach for Community Service at RSAU Dr. M. Munir

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# Transforming Outpatient Registration: A Quality Management Approach for Community Service at RSAU Dr. M. Munir

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**Abstract** Patient registration services are a crucial component in providing a positive experience for patients in healthcare facilities. This study aims to transform the outpatient registration services at RSAU Dr. M. Munir through a quality management approach, focusing on improving efficiency, data accuracy, and patient satisfaction. The methods used include initial observation, interviews, SWOT analysis, and the implementation of a pilot project involving an online registration system and staff training.

The study results show that the interventions successfully reduced registration time from an average of 15 minutes to 8 minutes, improved patient data accuracy by 30%, and increased patient satisfaction levels from 65% to 85%. The evaluation also highlights the importance of regular staff training and community involvement in ensuring the success and sustainability of the changes implemented.

The conclusion of this study is that effective quality management implementation can transform patient registration services into a more efficient and patient-friendly process. The recommendations include expanding the implementation of the online registration system, developing regular training programs, and enhancing supporting facilities to strengthen the patient experience. These findings are expected to contribute significantly to the development of healthcare services that focus on quality and patient satisfaction at RSAU Dr. M. Munir and other healthcare facilities.

**Keywords** : Quality Management, Outpatient Services, Healthcare Improvement

## 1. Introduction

Quality healthcare services are one of the key indicators of a nation's overall well-being. The quality of these services is measured not only by medical outcomes but also by the patient's experience during their care,

including the registration stage. Patient registration services are the first step patients encounter when they arrive at a healthcare facility, and therefore, play a crucial role in shaping their initial impression of the institution. An efficient and user-friendly registration process can reduce patient anxiety, enhance their perception of the quality of care received, and expedite their access to necessary medical treatment.

As one of the main referral hospitals, RSAU Dr. M. Munir is committed to providing the best healthcare services to the community. However, like many other healthcare facilities, RSAU Dr. M. Munir faces challenges in quality management, particularly in the patient registration process at the outpatient installation. Common issues include long queues, data inaccuracies, and a lack of effective communication between staff and patients. These problems can lead to patient dissatisfaction and decrease the hospital's overall operational efficiency.

Quality management approaches have proven to be effective strategies in addressing these challenges. Quality management focuses on continuous improvement through the identification and rectification of inefficient processes, as well as strengthening human resource capacity in service delivery. In the context of patient registration, this approach involves evaluating existing systems, developing improved standard operating procedures (SOPs), and providing staff training to enhance their skills in serving patients. Additionally, community involvement in the improvement process is crucial, as good healthcare services should be oriented toward the needs and expectations of patients.

This study aims to explore how the application of a quality management approach can transform patient registration services at the outpatient installation of RSAU Dr. M. Munir. By using methods that include initial observation, interviews, SWOT analysis, and the implementation of a pilot project, this research hopes to identify effective strategies to improve efficiency, data accuracy, and patient satisfaction. Ultimately, this study

not only aims to enhance the quality of services at RSAU Dr. M. Munir but also to contribute more broadly to the development of healthcare services in Indonesia that focus on quality and patient satisfaction.

## 2. Materials and Methods

This study employs both qualitative and quantitative approaches to transform outpatient registration services at the Outpatient Installation of RSAU Dr. M. Munir through the implementation of quality management. The research process begins with initial observation to understand the current patient registration workflow and identify existing issues such as long queues and data inaccuracies. This is followed by in-depth interviews with staff and patients to gather direct feedback on their experiences and urgent needs for improvement. SWOT analysis is used to evaluate the strengths, weaknesses, opportunities, and threats related to the existing registration system. This analysis helps in identifying key areas needing improvement and strategies that can be implemented to enhance service quality. Based on initial findings, workflow mapping is conducted to pinpoint bottlenecks in the registration process that hinder efficiency and cause queue build-up.

Following the initial analysis, a pilot project is implemented as part of the intervention to test improvement strategies. This intervention includes the introduction of an online registration system, staff training on effective communication, and adjustments to standard operating procedures (SOPs) to expedite the data verification process. The pilot project is evaluated to measure the impact of the implemented interventions. Measurements are taken for registration time, data accuracy, and patient satisfaction through surveys and data analysis. The results of this evaluation are then used to make adjustments to the interventions, such as adding information in the waiting area and increasing staff during peak hours.

Overall, this research method combines direct observation, feedback from various stakeholders, systematic analysis, and intervention implementation to enhance the quality of patient registration services and provide data-driven recommendations that can be applied at RSAU Dr. M. Munir and other healthcare facilities.

## 3. Results

The observations revealed that the patient registration process at the Outpatient Installation of RSAU Dr. M. Munir still faces several challenges, including long queues, a lack of clear information for patients, and delays in data processing. In-depth interviews with staff and patients revealed an urgent need to improve the efficiency and accuracy of the registration system. Some

patients complained about long waiting times and unclear information provided by the staff. A review of the SOP and policy documents indicated that, although the existing procedures are adequate, their implementation is still inconsistent. This leads to a discrepancy between the expected standards and the practices occurring in the field. After further identification and analysis using the SWOT method, the following gaps and issues were found:

1. **Strengths:** The hospital has a fairly good information technology infrastructure and a management team committed to improvement.
2. **Weaknesses:** There is a lack of regular staff training on quality management and low patient awareness regarding registration procedures.
3. **Opportunities:** Technological advancements enable the more effective integration of an online registration system.
4. **Threats:** Low patient satisfaction levels could affect the hospital's reputation in the future.

After conducting the analysis, we conducted an evaluation using the pilot project method. Several interventions were implemented during the pilot project, including the introduction of an online registration system, staff training on effective communication, and adjustments to SOPs to speed up the data verification process. The following are the results of the evaluation: Pilot Project Results:

1. **Registration Time:** The average registration time decreased from 15 minutes to 8 minutes, indicating a significant improvement in efficiency.
2. **Data Accuracy:** The error rate in patient data entry decreased by 30%, reflecting improvements in the verification process.
3. **Patient Satisfaction:** Survey results showed that 85% of patients were more satisfied with the new registration process, compared to 65% before the intervention.

The researcher conducted observations and interviews with one of the medical records officers. Based on the interview, the medical records officer stated, 'Over the past three years, the number of patients here has decreased quite drastically.' This is supported by data showing the decline in the number of patients over the past three years, as follows :

**Table 1 The percentage of patients over the past 3 years**



## Discuss

The results of this study indicate that the implementation of structured quality management can have a significant positive impact on the patient registration services at the Outpatient Installation of RSAU Dr. M. Munir. Interventions through the pilot project, such as the introduction of an online registration system and staff training in effective communication, successfully improved the efficiency and accuracy of the registration process. This is evidenced by the reduction in the average registration time from 15 minutes to 8 minutes and a 30% decrease in the error rate in patient data entry. These improvements not only enhanced operational efficiency but also increased patient satisfaction from 65% to 85%, demonstrating that the changes implemented successfully met patient expectations. The following are some factors that influence the improvement of healthcare service quality :

- 1. Improvement in Service Quality:** The results of the pilot project demonstrate that the implementation of structured quality management can significantly enhance efficiency and patient satisfaction. The use of information technology, such as the online registration system, has proven effective in reducing wait times and improving data accuracy.
- 2. Importance of Staff Training:** One of the key factors for success is continuous staff training. Better-trained staff in communication and time management can provide superior service and enhance the overall patient experience.
- 3. Community Involvement:** The community, especially patients, plays a crucial role in the success of this transformation. By involving patients in the evaluation and improvement process, the hospital can ensure that the changes made truly meet their needs and expectations.

- 4. Sustainability and Replication:** Based on the positive outcomes, this quality management approach has the potential to be sustainably applied and replicated in other parts of the hospital or other healthcare facilities. Implementing this approach on a broader scale can have a greater impact on improving the overall quality of healthcare services.

From the results of this study, it can be concluded that the implementation of quality management focusing on technology, staff training, and community involvement can transform patient registration services into more efficient and patient-friendly processes. The sustainability and replication of this approach in other parts of the hospital or in other healthcare facilities have the potential to enhance the overall quality of healthcare services, not only at RSAU Dr. M. Munir but also at other institutions facing similar challenges

## Conclusion

This study successfully demonstrated that the implementation of a quality management approach in patient registration services at the Outpatient Installation of RSAU Dr. M. Munir has had a significant positive impact. The key outcomes achieved include a reduction in registration time, an improvement in data accuracy, and an increase in patient satisfaction. The online registration system and staff training proved effective in addressing existing challenges, while community involvement, particularly of patients, reinforced the relevance and success of the interventions implemented.

Through this transformation, RSAU Dr. M. Munir has shown a strong commitment to enhancing the quality of healthcare services focused on patient needs and expectations. This not only impacts the hospital's operational efficiency but also enhances the overall patient experience, which in turn strengthens the hospital's reputation as a reliable healthcare provider.

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