

**PENGARUH KARAKTERISTIK DOKTER PENANGGUNG
JAWAB PELAYANAN (DPJP) TERHADAP
KETERLAMBATAN PENGISIAN RESUME MEDIS PASIEN
BPJS DI RUANG RAWAT INAP RSAU DR. ESNAWAN
ANTARIKSA**

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Abstrak

Setiap pasien yang telah mendapatkan pelayanan rawat inap di RSAU dr. Esnawan Antariksa selalu memiliki data resume medis yang diisi oleh DPJP. Untuk tercapainya tertib administrasi dalam verifikasi klaim BPJS, resume medis tersebut harus dikembalikan dalam 1x24 jam. Masalah yang dihadapi RSAU adalah lebih dari 50% resume medis dikembalikan lebih dari waktu yang ditentukan sehingga menghambat proses verifikasi klaim BPJS. Penelitian ini bertujuan untuk mengetahui pengaruh karakteristik DPJP terhadap keterlambatan pengisian resume medis pasien BPJS di ruang rawat inap RSAU dr. Esnawan Antariksa. Penelitian ini bersifat deskriptif analitik dengan desain *cross sectional*. Subjek penelitian ini adalah DPJP di ruang rawat inap RSAU. Sumber data sekunder diperoleh dari data rekam medis. Analisis data berdasarkan resume medis menggunakan uji *Chi-Square* ($p < 0,05$) dan dilanjutkan dengan uji regresi logistik multivariat. Dari hasil uji *Chi-Square* menunjukkan bahwa ada pengaruh antara karakteristik DPJP; umur, jenis kelamin, masa kerja dan beban kerja dengan keterlambatan pengisian resume medis di RSAU dr. Esnawan Antariksa. Dari hasil uji regresi logistik multivariat, karakteristik yang paling mempengaruhi pengisian resume medis adalah jenis kelamin.

Kata Kunci : Karakteristik, Resume Medis, Keterlambatan, Rumah Sakit

**THE EFFECT OF CHARACTERISTICS OF SERVICE
RESPONSIBLE DOCTOR (DPJP) ON THE LATENESS OF
FULFILLMENT OF BPJS PATIENS'S MEDICAL RESUME IN
INPATIENT FACILITY IN RSAU DR. ESNAWAN
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Abstract

Every patient who have received inpatient treatment in RSAU dr. Esnawan Antariksa always have medical resume filled by service responsible doctor (DPJP). In order to achieve excellence in administration in terms of verified claim BPJS, the medical resume must be returned in 1x24 hours. The problem faced by RSAU is that more than 50% of the medical resume are returned preceding the time limit so that the verified claim BPJS are obstructed. The purpose of this research is to find out the effect of characteristics of service responsible doctor (DPJP) on the lateness of fulfillment of BPJS patient's medical resume in inpatient facility in RSAU dr. Esnawan Antariksa. This research is a cross sectional analytical descriptive research. The subject of this research is DPJP in inpatient facility in RSAU. Secondary data is obtained from medical records. The analysis based on the medical resume used Chi-Square test ($p < 0.05$) and continued with logistic multivariate regression test. From the Chi-Square test, it can be seen that there is an effect between characteristics of DPJP; age, sex, work period, and work load with the lateness of fulfillment of medical resume in RSAU dr. Esnawan Antariksa. From the logistic multivariate regression test, it was found that the most influential characteristics in the fulfillment of medical resume is sex.

Keyword : Characteristics, Medical Resume, Lateness, Hospital