

**Research Article**

**Frontliner: Does it Play a Role in Reducing the Waiting Time of Outpatient Registration?**

***Frontliner Berperan dalam Menurunkan Proses Waktu Tunggu Pendaftaran Rawat Jalan***

Riva Redianita H<sup>1</sup>, Nikma Fitriasari<sup>2</sup>, Bramantya Surya P<sup>3</sup>

<sup>1</sup>Hospital Management Study Program Faculty of Medicine Universitas Brawijaya Malang

<sup>2</sup>Department of public health sciences Faculty of Medicine Universitas Brawijaya Malang

<sup>3</sup>Ananda Srengat Hospital Blitar

**ABSTRACT**

*Outpatient services often become the first gateway for patient access to hospital services. One of the minimum service standards for improving the quality of hospital services is collecting the medical record files in less than 10 minutes. This study aimed to prove whether the frontliners can help cut the process in the outpatient registration by revising the SOP and describing the outline of the outpatient service flow involving the frontliners at Ananda Srengat Hospital. The study applied quantitative analysis methods with a descriptive analysis technique to patients, medical records unit employees, outpatients, and related units. A total population of 8 people was taken within one week. The methods of collecting data were using a questionnaire instrument and a stopwatch. The results of this study are frontliners are proven to be able to help reduce waiting times in the registration flow at Ananda Srengat Hospital with changes in the SOP and the description tasks in assisting the process of sorting files*

**Keywords:** *Frontliner, outpatient flow, waiting time*

**ABSTRAK**

Pelayanan rawat jalan sering menjadi gerbang pertama akses pasien ke pusat pelayanan rumah sakit. Salah satu standar pelayanan minimal (SPM) untuk peningkatan mutu pelayanan rumah sakit adalah pengambilan berkas rekam medis ≤ 10 menit. Tujuan penelitian adalah membuktikan bahwa frontliner dapat membantu memangkas proses pendaftaran rawat jalan dengan di RS Ananda Srengat. Desain penelitian menggunakan metode analisis deskriptif dengan teknik analisis deskriptif kepada pasien, karyawan unit rekam medis, rawat jalan, dan unit terkait. Jumlah populasi sebanyak 8 orang yang diambil dalam kurun waktu 1 minggu. Pengambilan data menggunakan instrument kuesioner dan *stopwatch*. Hasil pada penelitian ini adalah frontliner terbukti mampu mereduksi waktu tunggu pada proses registrasi di RS Ananda Srengat melalui perubahan SOP dan uraian tugas yang jelas. Kesimpulan dari penelitian ini adalah frontliner dapat membantu memangkas proses pendaftaran rawat jalan di RS Ananda Srengat dengan membantu memilah berkas dan mengambil nomor antrian.

**Kata Kunci:** Alur rawat jalan, frontliner, waktu tunggu

Correspondence: Riva Redianita H. Hospital Management Study Program Faculty of Medicine Universitas Brawijaya, Jl. Veteran Malang Tel. 0817385510 Email: [drrivaredianita@gmail.com](mailto:drrivaredianita@gmail.com)

DOI: [http://dx.doi.org/10.21776/Article\\_in\\_Press](http://dx.doi.org/10.21776/Article_in_Press)