

ABSTRAK

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Program Studi : S1 Terapan Manajemen Informasi Kesehatan
Judul : Faktor-Faktor Yang Mempengaruhi Kelancaran Klaim Pasien COVID-19 Di Rumah Sakit Siloam Sentosa Bekasi

Pandemi COVID-19 merupakan isu yang tengah dihadapi Indonesia bahkan sebagian besar negara di dunia. Tak bisa dipungkiri bahwa pandemi COVID-19 telah membuat berantakan cash flow rumah sakit. Mengingat selama pandemi pendapatan rumah sakit mengalami penurunan yang signifikan. Hal ini belum ditambah masalah adanya dispute klaim yang belum tuntas di penyelenggaraan jaminan kesehatan nasional. Rumah Sakit Siloam Sentosa Bekasi memberikan pelayanan pasien COVID-19 dan berdasarkan hasil observasi awal didapatkan hasil klaim pada bulan Agustus-Oktober 2020 sebanyak 81, klaim yang didispute sebanyak 65 (80,25%). Penelitian ini bertujuan untuk menganalisis faktor-faktor yang mempengaruhi kelancaran klaim pasien COVID-19 di Rumah Sakit Siloam Sentosa Bekasi. Jenis penelitian deskriptif analitik dengan pendekatan kuantitatif dengan desain penelitian cross sectional. Populasi pada penelitian ini 108 berkas klaim dan sampel yang digunakan sampel jenuh. Teknik analisis data menggunakan analisis univariat, bivariat dan multivariat dengan uji regresi logistik biner. Hasil penelitian menjelaskan bahwa kelengkapan berkas klaim, kualitas resume medis, kelengkapan pengisian formulir penyelidikan epidemiologi, dan kualitas coding klinis berpengaruh secara signifikan terhadap kelancaran klaim Pasien COVID-19 dengan OR kelengkapan berkas klaim 22,448, OR kualitas resume medis 20,596 dan OR kelengkapan pengisian formulir penyelidikan epidemiologi 16,687, serta OR kualitas coding klinis 13,408. Persamaan regresi logistik dalam penelitian ini $\ln P/1-P = -8,251 + 3,111 (\text{kelengkapan berkas}) + 3,025 (\text{kualitas resume medis}) + 2,815 (\text{Kelengkapan Form PE}) + 2,596 (\text{kualitas coding klinis})$.

Kata Kunci : COVID-19, Klaim, Rumah Sakit Siloam Sentosa.

ABSTRACT

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Study Program : S1 Applied Health Information Management
Title : Factors Affecting the Smoothness of Patient Claims COVID-19 At Siloam Sentosa Hospital Bekasi

The COVID-19 pandemic is an issue being faced by Indonesia and even most countries in the world. Due to pandemic, hospital cash flows became inevitable and it's revenues decreased significantly. On the top of it, the problem of unresolved claim disputes in the implementation of national health insurance became a growing issue. The Siloam Sentosa Hospital Bekasi provides services for COVID-19 patients and based on the results of initial observations, there were 81 claims in August-October 2020, 65 (80.25%). This study aimed to analyze the factors that influence the smoothness of claims of COVID-19 patients at Siloam Sentosa Hospital Bekasi. This type of research is descriptive analytic with a quantitative approach with a cross sectional research design. The population in this study was 108 claim files and the samples used were saturated samples. The data analysis technique used univariate, bivariate and multivariate analysis with binary logistic regression test. The results showed that the completeness of the claim file, the quality of medical resume, the completeness of filling out the epidemiological investigation form, and the quality of clinical coding had a significant effect on the smoothness of claims for COVID-19 patients with OR of completeness of claim files 22,448, OR of medical resume quality 20,596 and OR of completeness of filling out epidemiologi investigation form 16,687, and clinical coding quality 13,408. Binary logistic regression equation in this study $\ln P/1-P = -8,251 + 3,111$ (the completeness of the claim file) + 3,025 (the quality of medical resume) + 2,815 (the completeness of filling out the epidemiological investigation form) + 2,596 (clinical coding quality)

Keywords: COVID-19, Claims, Siloam Sentosa Hospital