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## RESEARCH ARTICLE

### THE EFFECTIVENESS OF SUPERVISION WITH COACHING METHOD ON RETURNING MEDICAL RECORD DOCUMENTS OF BPJS PATIENTS TO THE INPATIENT CASHIER AT RSUD KOTA DUMAI 2020

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#### ABSTRACT

**Background:** the timely return of medical record document files is 2x24 hours after the patient is declared home by the hospital. The problem of delay can hamper the task of medical records assembling which has an impact on the service of officers to patients. **Objective:** to find out the effectiveness of supervision with coaching method on returning the medical record documents of BPJS inpatients to the Inpatient Cashier at RSUD Kota Dumai. **Method:** this was quantitative research with a pre-experimental design (one group with pre-test and post-test). Ninety-nine nurses were sampled using simple random sampling. Data were analyzed by univariate and bivariate analysis. **Result:** the average length of time to return medical record documents before conducting SOP supervision with the coaching method was six days with the fastest is one day and a maximum of fifteen days. After supervision, the average return of medical record documents was four days, and documents were immediately returned before 24 hours, and a maximum of fourteen days. The Wilcoxon test result shows that  $p\text{-value } 0.000 < 0.05$ . **Conclusion:** the better the supervision with the coaching method, the faster medical record documents returned, and it is effective to BPJS inpatients medical record documents. **Suggestion:** RSUD Kota Dumai expected to increase supervision on problems that exist in various hospital units with the coaching method and be applied to all officers to be more effective in overcoming every problem that exists in the RSUD Kota Dumai units so that it has a positive impact on hospital management.

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## INTRODUCTION

Health is a human right and one of the elements of welfare that needs to be realized for the aspirations of the Indonesian nation, as referred to in Pancasila and the 1945 Constitution of the Republic of Indonesia. Then, from that, this is an activity to maintain and increase the degree of Public health is carried out as high as possible based on the principles of non-discrimination, participatory, and continuous in the framework of the formation of human resources in Indonesia, and as an increase in the resilience and competitiveness of the nation for national development (RI Law No. 36 of 2009). The National Health Insurance System (NHI), which was launched in 2014, affects all hospitals in various aspects. Since its inception on September 1, 2016, NHI program participants have succeeded in reaching 168,512,237 people or around 67% of the total population of Indonesia which is targeted to be 100% by 2019. The increase in the number of NHI participants is due to the obligations set by the government and an increase in the quality of care for BPJS patients in Indonesia.

According to Aditama (2014), hospitals in low or middle-income countries are expected to increase internal and external cooperation to improve the quality of data they have and improve claims management performance. Besides, Darma (2013) states that for doctors, services with this system are considered better, but there is a decrease in patient orientation, and not all ideal principles can be applied. According to Peprah and Atarah (2014) said that if the provider does not have sufficient financing, there will be an impact in the form of a decrease in the quality of service to patients. In a hospital, the quality of service is greatly influenced by each available unit, one of which is the Medical Record Unit. Management of medical record documents, a recording must be on time, includes recording new data accurately and more completely, data that can be trusted following reality, selecting data related to the problem, and carrying out data recording objectively. For the realization of good medical record services, that Medical Record Documents must be returned to the storage section within 2x24 hours after the patient returns, whether alive or dead, this is supported by Utari (2011) that the medical records received and borrowed are obliged to return the medical record documents in good condition and on time 2 x 24 hours after the patient leaves the hospital.

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This was intended so that the Medical Record Document (MRD) to be used was already there when the patient came for re-control. The delay in returning medical records is due to the lack of monitoring from the Supervision. This has an impact on the quality of services in the hospital. One of the ways to improve the quality of services at the hospital is by monitoring and supervising the areas experiencing problems. Supervision is a form of supervision that can be carried out in an inpatient room. Also, supervision is an activity to supervise the quality of service by the room supervisor. This supervision activity has a positive impact on improving the professionalism and accountability of officers in the room (Nursalam, 2015). Nursing care quality assurance activities can be carried out through the supervision of staff (Manulang, 2011). Assessment of the quality of services provided by officers is care that can be used as a benchmark for supervision. Clinical supervision is effective in helping improve the quality of patient care (Moediyanto, 2014).

To improve the quality of human resources, according to Whitmore (2009), one of the methods a manager can use to provide guidance, education, and coaching. Coaching is one of the ways or keys to unlock someone's potential to maximize their performance. The essence of coaching is empowering people to facilitate independent learning, personal growth, and increased performance (Kaswan, 2012). Leaders can use coaching as a primary tool for leadership and management development to help staff have high value and potential, develop the capacity to handle, transform and provide support in meeting the demands of their roles.

## METHODS

This research used quantitative with pre-experimental design with one group pretest-posttest. This research was conducted at the Cashier Inpatient RSUD Kota Dumai from July to August 2020. This research was involved 99 nurses selecting by simple random sampling. The research instruments were SOP sheets, checklists, and observation sheets for the pretest and posttest. The analysis process included univariate and bivariate analysis using SPSS 20.0 and Wilcoxon test with  $<0.05$ .

## RESULTS

Based on the results of the analysis aimed at table 1, it can be seen that most of the officers in the 20-39 year age group were 51 people (51.5%), honorarium employee status was 81 people (81.8%), work period  $<5$  years was 70 people (70.7%), the last education was diploma 3 as many as 80 people (80.8%) and the female gender was 88 people (88.9%). Based on Table 2, shows the median value of the length of time to return medical record documents before conducting SOP supervision with the coaching method was 6 days and the fastest was 1 day and the longest was 15 days. And after conducting SOP supervision with the coaching method, the average return of medical record documents was 4 days, and the documents were immediately returned before 24 hours and a maximum of 14 days. The median value of the pretest group was 6, and the posttest was 4. The results of the Wilcoxon statistical test showed a  $p$ -value=0.000, which means that the  $p$ -value  $<$ , which indicates that supervision with the coaching method was effective on returning medical record documents of BPJS patients to the Cashier inpatient at RSUD Kota Dumai 2020.

**Table 1. Respondent Characteristics**

| Variable          | Frequency | Percentage |
|-------------------|-----------|------------|
| Age               |           |            |
| 20-39 years       | 51        | 51,5       |
| 40 years          | 48        | 48,5       |
| Employment status |           |            |
| Civil officer     | 18        | 18,2       |
| Honorarium        | 81        | 81,8       |
| Work period       |           |            |
| 5 years           | 29        | 29,3       |
| $<5$ years        | 70        | 70,7       |
| Education         |           |            |
| Diploma 3         | 80        | 80,8       |
| Bachelor          | 19        | 19,2       |
| Gender            |           |            |
| Female            | 88        | 88,9       |
| Male              | 11        | 11,1       |
| Total             | 99        | 100        |

**Table 2. The Effectiveness of Supervision with Coaching Method on Returning Medical Record Documents of BPJS Patients to the Inpatient Cashier at RSUD Kota Dumai 2020**

| Supervision with coaching methods | The median value of time to return medical record documents | Minimum-maximum value | $p$ -value |
|-----------------------------------|---|-----------------------|------------|
| Before                            | 6,00  | 1-15                  | 0.000      |
| After                             | 4,00  | 0-14                  |            |

## DISCUSSION

Based on the results of the analysis, it was known that the average age of officers was 31 years, with the lowest age being 26 years and the highest age being 47 years. This can be explained that when a person is older, the level of maturity and strength of a person will be more mature in thinking and working, but Jaharsa (2014) said that 6 physical factors can hinder the learning process in adulthood, thus making at times a drop in the power of thinking and work. So that through prior knowledge, own experiences, other people's experiences, the environment, and other intrinsic factors can shape a person's knowledge for a long time and will last until old age. According to Priyoto (2014), insight is an existence that can affect the performance of nurses in carrying out their duties. The better one's insight, the better the performance, and vice versa.

Based on the results of the work period, it was obtained that the average officer has worked for 6 years, with a new work period of 1 year and the longest being 12 years. According to Ranupendoyo and Saud (2005), regarding the experience or length of work, the longer a person works in an organization, the more experienced the person will be so that the better their work skills. Handoko's said that (2007) the length of work is categorized into two, namely: work duration in the new category  $<5$  years and length of work for the old category  $>5$  years (Hamida, 2015). Based on the research results, it was known that the latest education was diploma 3 as many as 80 people (80.8%). According to Kapucu (2008) research, education can influence a person including one's behavior reflecting disaster readiness. This research is supported by Notoatmodjo (2009) said that knowledge is closely related to education where it is hoped that someone with higher education will have broader knowledge. However, it should be emphasized that a person with low education does not necessarily mean that he has low knowledge.

Increased knowledge is not obtained through informal education, but can also be obtained in non-formal education. Based on the results of the study, it was known that most of the officers in the honorarium were 81 people (81.8%). Employment status can affect a person's performance. The status of permanent employment will carry a higher responsibility compared to employees whose status is not permanent, but employees whose status is not permanent have an unsafe work position because the legality of their company has not been recognized. So that employees who have temporary worker status tend to be more active and pay attention to their performance to be even better at work so that they are maintained by feelings and upgraded to permanent employees (Yosep, 2011). Based on the results of the study, the median value of the length of time to return medical record documents before conducting SOP supervision with the coaching method was 6 days and the fastest was 1 day and the longest was 15 days. And after conducting SOP supervision with the coaching method, the average return of medical record documents was 4 days, and the documents were immediately returned before 24 hours and a maximum of 14 days. The median value of the pretest group was 6, and the posttest was 4.

The results of the Wilcoxon statistical test showed a p-value=0.000, which means that the p-value < , which indicates that supervision with the coaching method was effective on returning medical record documents of BPJS patients to the Cashier inpatient at RSUD Kota Dumai 2020. This study is in line with Atmadja (2018), clinical supervision of the academic model of the head of the room has a significant effect on improving the application of patient-centered care. According to research by Pebriani (2016), which examined supervision and nurse performance, it was found that p-value=0.005 <0.05, which means that there is an influence between the implementation of headroom supervision on nurse performance. The results of the correlation were that most of the junior nurses' performance after supervision of the head of the room was in a good category, namely 70.6% and the less good was 29.4%. As for the results of the data to the senior nurses after supervision of the head of the room, the results were 100% good. Research by Price (2009) showed the contribution of coaching from senior nurses to help colleagues develop their clinical skills. It also shows that coaching can be used as a framework for analyzing skills practice. Coaching focuses on what nurses do and how individuals think about what they do. So that coaching is more like helping to find the staff to understand a lot of knowledge and improve the better skills that staff already have. According to The American Nurses Association, 2013 coaching is an important step in helping nurses to learn and develop.

Joel and Benavente (2016) said that health coaching gives support to nursing administrators by improving skills. Very effective approaches to change and improve patient behavior by empowering them to become better health nursing centers for themselves.

## Conclusion

There was a statistically significant difference between before and after supervision with the coaching method of returning medical record documents of BPJS patients to the Inpatient Cashier at RSUD Kota 2020 with a p-value of 0.000 <0.05.

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