

Overview of Work Stress of Medical Record Officer of Distribution Section at RSUP H. Adam Malik Medan

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ABSTRACT

Work stress can be experienced by everyone without exception workers in hospitals and is a consequence of workplace events that demand excessive physical and psychological involvement of employees (Triatna, 2015). Work stress that lasts continuously can cause emotional and behavioral changes such as irritability and difficulty concentrating, which can reduce one's work motivation and result in a decrease in work quality. The purpose of this study is to determine the picture of work stress of distribution medical record officers at H. Adam Malik Hospital Medan. The type of research conducted is qualitative descriptive. The sample used by researchers took all 5 distribution officers. Research variables are an attribute or trait of people who have certain variations set by researchers, research instruments in the form of questionnaires given to respondents to see the picture of work stress of medical record officers in the distribution section. Data analysis in this study is presented in the form of a distribution table. The results of research conducted on 5 respondents that the majority of work stress can be concluded that as many as 4 respondents (80%) experience work stress, and the minority work stress as many as 1 respondent (20%). From the results of the study above, it can be concluded that the description of work stress of distribution medical record officers at H. Adam Malik Hospital Medan the majority experience work stress. The researcher's suggestion to the hospital is to provide facilities in the form of goods carriers to medical record officers in the distribution department to facilitate the delivery of medical record files to the polyclinic and this can reduce the workload of medical record officers in lifting heavy items.

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INTRODUCTION

Occupational safety and health are very important factors for labor productivity. The main challenge nationally or macro is that the need for health (health needs) quantitatively and qualitatively is greatly increased. Therefore, more health resources are needed to meet these increasing health needs (Adisasmito, 2008).

According to PERMENKES No.269/MENKES/PER/III/2008, medical records are both written and recorded information about identity, history, laboratory physical determination, diagnosis, all medical services and actions provided to patients, and about treatment, both inpatient, outpatient and treatment through emergency inpatient services (Rustiyanto, 2010).

Medical records are not only a recording system but are an implementation of medical records, meaning that it is an activity that contains history since the first time patients came to be given health services until now there have been many hospitals in Indonesia that have good service quality and are supported by sophisticated facilities and infrastructure. With so many hospitals, a good management system is also needed so that it is not inferior to other hospitals. If the hospital management system is not good, then the administrative order is also not good.

The work system of the medical record officer begins when the patient is received at the hospital, followed by recording the patient's medical data during medical services, then storing patient files. As a basis and guidance for planning and analyzing diseases and planning treatment, medical actions that must be given to patients, and determining the amount of payment charged to patients. The existence of morning, afternoon, and night work shifts has affected the sleep patterns of officers. According to Mauritz (2008) night shift workers have a 28% higher risk of injury or accidents, besides that night shift

work can reduce work ability, increase errors and accidents, inhibit social relationships, and will cause officers to experience sleep disturbances.

According to Director General Yanmed (2006), Medical Records have a very confidential nature so that not everyone can carry them, so the role of distribution is very important in the implementation of medical records. There are several ways to send medical record files, in some hospitals the delivery is done by hand from one place to another. Therefore, the medical records department must make a schedule of delivery and return for various parts of the hospital. Medical records officers cannot send one-on-one medical records routinely when requested suddenly from the polyclinic.

Work stress can be experienced by everyone without exception workers in hospitals. The hospital has a very complex work system and activities to continue to provide the best health services for the community. The continuity of these services is supported by various resources, one of which is medical record employees. Medical records are installations that are an important part of the ongoing service system in hospitals. High task demands, the number of jobs that are increasing and the type of work that tends to be monotonous can trigger stress at work (Kreitner and Kinicki, 2014). One of the professions in the health sector whose work causes the most job stress is hospital administrators, including medical recorders (Moorhead and Griffin, 2013). Work stress is a consequence of workplace events that demand excessive physical and psychological involvement of employees (Triatna, 2015). Work stress that lasts continuously can cause emotional and behavioral changes such as irritability and difficulty concentrating, which can reduce one's work motivation and result in a decrease in work quality (Rosita, 2015).

Based on previous research at the Medical Record Installation of PKU Muhammadiyah Surakarta Hospital, one of the triggers of work stress is that there is still a double job in the Emergency Department registration officer. Currently, patient registration services have not been distinguished between outpatient registration and inpatient registration, so emergency department registration officers have a dual role in their work. Double job in a job will certainly add new tasks outside the main task. The impact of this excessive work is that emergency department registration officers often make explanations about general approval of registration that are not in accordance with Standard Operating Procedures (SOPs). The initial survey to determine work stress obtained results, 10% of officers included in the very high category of work stress, 10% of officers included in the high category of stress, 50% of officers included in the medium category of work stress and 30% of officers included in the low category of work stress.

H. Adam Malik Central General Hospital is a type A general hospital that meets Hospital Accreditation Standards and was declared to have passed the plenary level in 2015. Based on interviews with recording officers at the H. Adam Malik Central General Hospital, it is known that the officers working at the medical record installation numbered 91 people. The educational qualifications of medical record officers, namely high school with 23 people, D3 computers with 8 people, D3 Medical Records with 47 people, D4 Medical Records with 2 people, and S1 with 11 people.

METHOD

This study is a qualitative descriptive study that aims to determine the picture of work stress of medical record officers in a hospital. According to Notoatmojo (2010), descriptive research method is a research method conducted with the aim of describing a situation objectively. This research method is used to solve or answer problems that are being faced in the current situation. The population in this study was all distribution medical record officers totaling 5 people. The overall sample in this study was 5 distribution officers. Data analysis is used to simplify data into a form that is easier to read and understand.

RESULTS AND DISCUSSION

From the results of the research that has been collected and processed, the following will be discussed about the results of the study entitled "Overview of Work Stress of Medical Record Officers of

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the Distribution Section at H. Adam Malik Hospital Medan", and obtained the results that have been distributed as below.

Table 1 Distribution of Work Stress Frequency of Medical Record Officer of Distribution Section at RSUP H. Adam Malik Medan.

Work Stress	N	%
Stress	4	80 %
No stress	1	20 %
Total	5	100 %

Based on Table 1 above, it can be seen that the work stress of the distribution medical record officer with the number of respondents as many as 5 people, who experience work stress as many as 4 people (80%), and those who do not experience work stress as many as 1 person (20%).

Table 2. Frequency distribution Roles and Duties of Medical Record Officers in the Distribution Section at RSUP H. Adam Malik Medan

Roles and tasks	N	%
Good	1	20%
Bad	4	80%
Total	5	100%

Based on table 2 above, it can be seen that the roles and duties of the medical records officer of the distribution department play a bad role with the number of respondents as many as 4 (80%) and a good minority with the number of respondents as many as 1 (20%).

Table 3. Frequency Distribution of Personality between Work Officers Medical Record Officer of the Distribution Section at RSUP H. Adam Malik Medan.

Personality between officers	N	%
Good	3	60%
Bad	2	40%
Total	5	100%

Based on table 3 above, it can be seen that the personality between medical record officers in the distribution section is the majority of good personalities with the number of respondents as many as 3 (60%), and the minority has bad personalities with the number of respondents as many as 2 (40%).

Table 4. Frequency distribution of Physical Work Environment of Medical Record Officer of Distribution Section at RSUP H. Adam Malik Medan.

Physical Environment	N	%
Good	2	40%
Bad	3	60%
Total	5	100%

Based on table 4 above, it can be seen that the physical environment of medical record officers is part of the minority distribution of the physical environment both with the number of respondents as many as 2 (40%), and the majority of the physical environment with the number of respondents as many as 3.

Distribution Work System

The distribution medical record officer receives outpatient medical record files from the storage officer, sorts medical record files into transit racks according to the clinic the patient is intended for, the officer delivers medical record files according to the clinic the patient is intended for, the consul patient's medical record file is delivered to the clinic intended by the clinic nurse, the medical record file that has

been completed is used for clinic services and the patient's medical record file that does not visit is taken Return by the distribution officer after completion of service on that day, enter medical record transaction data, submit medical records to the storage department (60%).

Discussion

Work Stress of Medical Record Officer of Distribution Department

The results of research on work stress from medical record officers experienced work stress as many as 4 people (80%), and those who did not experience work stress as many as 1 person (20%). Based on the results of interviews, it was found that the work stress of distribution medical records officers often do work by pacing while working, 75% of the time to stand or sit while working, and 50% of the time to sit. Work stress that lasts continuously can cause emotional and behavioral changes such as irritability and difficulty concentrating, which can reduce one's work motivation and result in a decrease in work quality (Rosita, 2015).

Roles and duties of the Distribution Medical Records Officer

The results of the study on the roles and duties of medical record officers played a poor role with 4 (80%), and the minority played a good role with 1 (20%). Based on the results of the interview, it was found that when the workload increases, the emotions of the distribution medical records officer are difficult to control, when the workload increases, the officer experiences muscle tension while doing work, when the workload increases. Stressors due to roles or tasks include conditions where officers have difficulty in understanding what their duties are, the roles played are felt too heavy or play various roles in the workplace (Sopiah, 2008).

Personality among distribution medical records officers

The results of research on personality among medical record officers are the majority of bad personalities with the number of 3 (60%), and the minority of good personalities with the number of 2 (40%). Based on the results of the interview, it was found that the officer's personality felt fast blood flow and while working, felt tense muscles while working, felt irritable when working, difficult to concentrate while working. This stressor is compounded when officers are divided into divisions within a department that are competed to win lucrative rewards. Differences in character, personality, background, perception, and others allow stress to arise (Sopiah, 2008).

Physical environment of the distribution medical records officer

The results of research on the physical environment found that the physical environment of medical record officers with a good minority with a number of 2 (40%), and with a majority not good with a number of 3 (60%). Based on the results of the interview, it was found that the physical environment of the distribution medical record officer experienced indoor noise, the distance traveled to distribute to the polyclinic was quite far, the air in the workspace was hot, and the lighting was dark in the workspace. Environmental uncertainty affects the design of organizational structure, uncertainty also affects the level of stress among employees in an organization. This form of environmental uncertainty includes economic uncertainty, political uncertainty, technological uncertainty and security uncertainty (Sentot Imam Wahjono, 2010).

Distribution Work System

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data, submit medical records to the storage department.

Distribution Flow

Starting from patients coming to the outpatient, inpatient and emergency registration departments, then the distribution officer receives medical record files from the storage department, and the distribution officer provides medical record files in accordance with minimum service standards to support patient treatment. Before the medical record file is delivered, the officer first sorts according to the polyclinic that the patient is aiming for, then after the sorting process is complete, the officer delivers the medical record file to the polyclinic that the patient is going to, then after the patient's service or treatment process is complete, the distribution officer takes back the record file from the polyclinic, then the distribution officer performs data entry, returns the medical record file and the distribution officer submits the record file medical to the storage section for storage

CONCLUSION

From the results of the study entitled "Description of Work Stress of Medical Record Officers of the Distribution Section at RSUP H. Adam Malik Medan" through the results of research and data processing conducted by researchers, it can be concluded as follows: Work stress of medical record officers in the distribution section at RSUP H. Adam Malik Medan, officers experience work stress of 80%. Based on the role and duties of the distribution medical record officer at RSUP H. Adam Malik Medan, it plays a good role of 20%. Based on the personality of the distribution department medical record officers at H. Adam Malik Hospital Medan, a good personality is 60%. Based on the physical environment of the distribution medical records officer at RSUP H. Adam Malik Medan, the physical environment is good by 40%.

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