



Assessment of effective communication on patient treatment identity card use at the center for lung health community Makassar City

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ABSTRACT

As a health service facility that provides a place used to organize health service efforts. With various duties of the Community Lung Health Center is to carry out the functions of its parent organization, through the implementation of health efforts. The purpose is to find out the effective communication assessment of the use of patient treatment identity cards at the Makassar Community Lung Health Center. Results, Communication Assessment of Identity Cards for Treatment on Information Clarity with excellent rating of 84.92%, Speed of registration with excellent rating of 86.22%, Patient Satisfaction with excellent rating of 87.48%, and Service Performance of Medical recording personnel showed excellent assessment of 86.20%. Discussion, health services are one of the important activities carried out with effective communication, especially when receiving patients through the use of Medical Identity Cards so that their use can be used as a form of clarity of useful health service information, can also provide registration speed and produce patient satisfaction and better performance of medical recording personnel. In conclusion, the use of the Patient Treatment Identity Card through the assessment of effective communication gets excellent assessment results from the results of patient treatment and the performance of medical recording personnel services through the form of communication results in an excellent assessment of the clarity of information, speed of service and patient satisfaction. Suggest, improve and maintain the form and pattern of effective communication between the medical recorder and the patient, uphold attitudes, behaviors and actions with good and correct communication and speech of language and sentences to the patient, perpetuate the value and way of communication of health services.

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ABSTRAK

Sebagai fasilitas pelayanan kesehatan yang menyelenggarakan tempat yang digunakan untuk menyelenggarakan upaya pelayanan kesehatan. Dengan berbagai tugas Balai Kesehatan Paru Masyarakat adalah melaksanakan sebagian fungsi dari organisasi induknya, melalui penyelenggaraan upaya kesehatan. Tujuan, diketahuinya penilaian komunikasi efektif terhadap penggunaan Kartu Identitas Berobat pasien di Balai Besar Kesehatan Paru Masyarakat Makassar. Hasil, Penilaian Komunikasi terhadap Kartu Identitas berobat pada Kejelasan Informasi dengan penilaian sangat baik 84,92%, Kecepatan pendaftaran dengan penilaian sangat baik 86,22%, Kepuasan Pasien dengan penilaian sangat baik 87,48%, dan Kinerja Pelayanan Tenaga perekam medis menunjukkan penilaian sangat baik 86,20%. Pembahasan, pelayanan kesehatan merupakan salah satu kegiatan penting yang dilakukan dengan komunikasi secara efektif khususnya pada saat penerimaan pasien melalui penggunaan Kartu Identitas Berobat sehingga pemanfaatannya dapat dijadikan sebagai bentuk kejelasan informasi pelayanan kesehatan yang berguna, juga dapat memberikan kecepatan

pendaftaran dan menghasilkan kepuasan pasien dan kinerja tenaga perekam medis dapat lebih baik. Simpulan, penggunaan Kartu Identitas Berobat Pasien melalui penilaian komunikasi efektif tersebut mendapatkan hasil penilaian sangat baik dari hasil persponden pasien dan kinerja pelayanan tenaga perekam medis melalui bentuk komunikasi menghasilkan penilaian sangat baik terhadap kejelasan informasi, kecepatan pelayanan dan kepuasan pasien. Saran, meningkatkan dan mempertahankan bentuk dan pola komunikasi efektif antara perekam medis dengan pasien, menjunjung tinggi sikap, perilaku dan tindakan dengan komunikasi dan tutur bahasa dan kalimat yang baik dan benar kepada pasien, mempertahankan nilai dan cara komunikasi pelayanan kesehatan

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INTRODUCTION

The Health Law states that health is a human right realized in accordance with the ideals of the Indonesian nation as referred to in Pancasila and the Constitution of the Republic of Indonesia. To make health efforts, a service facility is needed. A service facility is a tool or place used to organize health care efforts. One example of a health facility is the Public Health Center. The public health center as one of the health service institutions with various tasks, namely carrying out the functions of its parent organization, through the implementation of the second strata health efforts to overcome certain public health problems in its work area that serves outpatients and inpatients One of the sections that serves outpatients and inpatients and that registers patients, both new and old patients or patients who have a system. The payment is general or using insurance, namely the place of admission of patients.

The place of patient reception is part of the medical record unit which has the responsibility of processing patient data so that it can become health information. According to the Regulation of the Minister of Health 24/2022 concerning medical records, it is stated that medical records are documents containing patient identity data, examinations, treatment, actions, and other services that have been provided to patients. Professional medical recorders must be able to provide health services in accordance with competency standards. One of the competencies possessed by medical recorders is being able to carry out effective communication. Communication is the exchange of information, ideas, emotions, skills, and so on, using words, symbols, extras, images, graphics, and so on. The process of collecting information, which is referred to as communication according to Gary A.S. et.al an example of the communication that can be provided by medical record officers, which is fundamental is the importance of a medical identity card or what is usually called a KIB.

The Medical Identity Card or KIB is a card that is handed over to patients who must be under each patient returning at a health care facility. The components in the KIB usually contain the patient's name, medical record number, address and date of birth of the patient. In health facilities, officers use KIB to make it easier for officers to find patient medical record files. The success of a delivery of information or communication activity in the process includes the following elements: 1) The source, is the main role in a communication process. A communication between people, the source consists of one person or in the form of a group, for example an organization, institution or party. Communicator or source, sender encoder or sender is also referred to as the

source. 2) Message, Something that can be conveyed by the source in a communication either by face to face or using media in conveying it. The content of the message conveyed can be in the form of entertainment, science, advice, information, advice, information, contact or message is often called a message. 3) Media, in the process of communication is a means used to convey a message to the recipient from the source. Some opinions about the meaning of a medium in a communication. Some consider communication media to be various, for example in the process of communication between individuals and other individuals, the five senses are a medium of communication. Newspapers, telephone as well as other media. 4) Recipient, is an individual or means that can receive messages or information consisting of other individuals or individuals either within a State, beach, or a group. Communication, audience, *audience* are referred to as recipients. If the message from the source cannot be received by the recipient, it can lead to a demand for change in the source, the media, or even the recipient. 5) Influence, is a change or difference that occurs in a source both before he receives a message and after he receives the message. An attitude, knowledge and action that exists in a person is an influence due to the acceptance of a message. 6) Reverse Response, is a response from the recipient to the message he received. Some of the presumptions about the counter-response are the form of influence of the recipient. Backlash can also come from other elements such as media and information, even if the information has not been conveyed to the recipient. 7) Environment, are factors that can affect the course of a communication. The 4 types of environments in question are the socio-cultural environment, the psychiatric environment, the physical environment and the time dimension. Information can be conveyed well if there are 3 elements such as sources, information or messages, and recipients according to Gary A. Steiner & Berelson (Nisak, 2020).

The results of research conducted by Yeyi G.N conducted at the Helvetia Health Center in 2022 obtained the results of a presentation of public awareness of the importance of KIB only 14% but after the counseling public awareness increased to 67%. The purpose of the study was the known Communication Assessment of Identity Cards for Treatment on Clarity of Information, Assessment of Communication of Identity Cards for Treatment at the Speed of registration, Assessment of Communication of Identity Cards for Treatment on Patient Satisfaction and Assessment of Communication of Identity Cards for Treatment on Performance of Power Services.

METHOD

Participant characteristics and research design

The type of research used is the Quantitative Analysis method. This study uses a cross-sectional approach with an evaluation of the success assessment of a design that is general at one time and is not followed continuously over a certain period of time.

Sampling procedures

The study was conducted from March to May 2022, with inclusion criteria being patients who come for treatment at the patient's outpatient registration service and are willing to become respondents by signing informed consent and filling out a questionnaire according to their opinion.

Sample size, power, and precision

The questionnaire provided consists of 15 variable statements which are divided into three Janis, namely variables about Information Clarity, Service Speed and Patient Satisfaction. With a sample of 135 patient respondents. The questionnaire uses a likert scale with responses of 1 to 4, namely Service Assessment: Excellent (4), Good (3), Less (2), Very Less (1). The results of the scores on the score are outlined with the percentage that, Service

Assessment: Excellent 75.00%-100%, Good 50.00%-74.99%, Less 25.00%-49.99%, Very Less 0%-24.99%.

RESULTS AND DISCUSSION

Based on the primary data sources of 135 patient respondents who have filled out the research instrument well, the distribution based on these characteristics can be described as follows:

Table 1.
Characteristics of Respondents

Characteristic	Sum	
	Sum	%
Gender		
Woman	83	61,36
Male	52	38,64
Age		
≤ 30 Years	25	18,94
30 – 40 Years	75	56,82
≥ 40 Years	35	24,24
Patient Status		
New Visits	68	50,37
Old Visits	67	49,63

Source: Primary Data processed

Communication Assessment of Identity Cards for Treatment on Clarity of Information

Table 2.
Assessment of Clarity Information at the Center for Public Lung Health July, 2022

Clarity of Information	Value				Top Scorer
	Very Good	Good	Less	Very Less	
Service information in the Registration Unit is easy to access	75	48	8	4	
The availability of an easy-to-understand outpatient service flow	80	46	7	2	
Personnel perform services according to the queue	63	52	10	10	2.700
The staff directs the ladies and gentlemen to the polyclinic after registering at the Outpatient Reception Place	75	49	6	5	
Clear terms of service	70	47	14	4	
Sum	363	242	45	25	
Number of Scores	1.452	726	90	25	2.290

Source: Primary Data processed

Percentage of Information Clarity: Number of scores / Number of highest scores x 100%
 : 2,293 / 2,700 x 100% = **84.92%**

Communication Assessment of Identity Cards for Treatment at Registration Speed

Table 3. Assessment of Registration at the Center for Public Lung Health July 2022

Service Speed	Value				Top Scorer
	Very Good	Good	Less	Very Less	
Waiting time in outpatient registration < 60 minutes	78	43	10	4	
Personnel are able to prepare medical record files	70	52	8	5	
Fast energy when the patient asks	76	45	10	4	
Quick and responsive personnel handle complaints about what are the requirements in outpatient registration	80	40	10	5	2.700
Tenag is dexterous in assisting patients in providing information that you think is not clear enough.	84	43	5	3	
Sum	388	223	43	21	
Number of Scores	1.552	669	86	21	2.328

Source: Primary Data processed

Percentage of Registration: Number of scores / Number of highest scores x 100%
 : 2,328 / 700 x 100% = **86.22%**

Communication Assessment of Medical Identity Cards on Patient Satisfaction

Table 4.
Assessment of Pasien satisfaction at the Center for Public Lung Health, Juli 2022

Patient Satisfaction	Value				Top Scorer
	Very Good	Good	Less	Very Less	
Compatibility of information with the type of service received	82	43	5	5	
Mr. and Mrs. are comfortable in the registration unit environment	75	52	4	4	
Friendly and courteous energy in giving	78	50	5	2	2.700
Officers provide services with focus and responsibility	82	42	6	5	
Mr. and Mrs. are satisfied with the services provided by the Hospital and will return to visit	83	44	5	3	
Sum	400	231	25	19	
Number of Scores	1.600	693	50	19	2.362

Source: Primary Data processed

Percentage of patient satisfaction : Number of scores / Number of highest scores x 100%
 : 2,362 / 2,700 x 100% = **87.48%**

Communication Assessment of Medical Identity Cards on The Performance of Personnel Services

Table 5. Performance Assessment of Medical Recording Personnel Services

RMIK Service Performance Appraisal	Value	Top Rated
Clear Information	2.293	2.700
Service Speed	2.328	2.700
Patient Satisfaction	2.362	2.700
Sum	6.983	8.100

Source: Primary Data processed

The percentage of Service Performance Assessment for Outpatient Registration is:

: Number of scores / Number of highest scores x 100%
 : 6,983 / 8,100 x 100% = **86.20%**

DISCUSSION

Communication Assessment of Identity Cards for Treatment on Clarity of Information

Of the 135 respondents that the Information Assessment of services at the Center for Public Lung Health is easy to access, the answers were Very Good 75 respondents, Good 48 respondents, Less 8 respondents, and Very Less 4 respondents. Respondents' assessment of the availability of an easy-to-understand outpatient service flow, obtained excellent answers of 80 respondents, good 46 respondents, less 7 respondents, and very less 2 respondents. The respondent's assessment of the Officer performing the service according to the queue, obtained the answers Very Good 63 respondents, Good 52 respondents, Less 10 respondents, and Very Less 10 respondents. The respondent's assessment of the Officer directing the hon. Gentleman to the poly after registration, obtained the answers Excellent 75 respondents, Good 49 respondents, Less 6 respondents, and Very Less 5 respondents. Respondents' assessment of clear Terms of service, obtained answers Excellent 70 respondents, Good 47 respondents, Less 14 respondents, and Very Less 4 respondents. According to the Language Development and Development Agency, access to health services can be interpreted as a form of health services with various types of services that can be reached by the community. This is in

accordance with (Loviani, T.G. 2016) Improving the quality of health services in terms of access requires a complete perspective from the side of service providers and also the side of the community as users of services. According to (Tri Laksono, 2016) It cannot be denied that there are several public health problems that have not been resolved, one of which is access problems. The flow of services for patients visiting the outpatient clinic begins with registration, waiting for examination or treatment in the examination room. This is in accordance with Amalia, I. (2018) public services enable public participation in providing services so that the needy can have easier access to available services. The results of the Percentage of assessment of clarity of service flow information in the registration section of 84.92% shows that the assessment of clarity of service flow information is very good, the Medical Identity Card (KIB) is an identification that must be carried every time you seek treatment, both outpatient and inpatient, and is functioned to see the patient's medical record number. (Health & Wariyanti, n.d.). KIB is submitted when you first register at a health care facility with the message that officers must be brought every time they come for treatment. KIB is evidence that the patient has already registered and been recorded as a patient. Usefulness of Patient Identity Card. For Patients: as proof that the patient has registered and been recorded as a patient, which must be brought every time the patient is admitted to the same agency. For health services: to make it easier for registration officers to find medical record files. Variables on Medical Identity Card (KIB): Medical record number, Patient name, Date of birth, Address, Gender, Telephone number. The patient's identity card is usually also equipped with the logo and name of the health facility where the card is made, as well as information related to the medical identity card on the back. According to researchers, the clarity of information on the easy flow of services will have a good impact on the hospital because many will know the information in the hospital.

Communication Assessment of Identity Cards for Treatment at Registration Speed

Of the 135 respondents that respondents' Assessment of Waiting time in the outpatient registration section ≤60 minutes, the answers were Excellent 78 respondents, Good 43 respondents, Less 10 respondents, and Very Less 4 respondents. The respondent's assessment of the Officer was able to prepare the medical record file quickly, obtained a very quick

answer, which answered Very Good 70 repondent, Good 52 repondent, Less 8 repondent, and Very Less 5 repondent. Respondents' assessment of quick responders when patients asked questions, obtained answers Very Good 76 repondents, Good 45 repondents, Less 10 repondents, and Very Less 4 repondents. Respondents' assessment of quick and responsive personnel handling complaints around what are the requirements in outpatient registration, obtained answers Excellent 80 repondents, Good 40 repondents, Less 10 repondents, and Very Less 5 repondents. The respondent's assessment of dexterous personnel in assisting patients in providing information that according to the father / mother was not clear, obtained the answers Very Good 84 repondents, Good 43 repondents, Less 5 repondents, and Very Less 3 repondents. Service speed is the target time for service to be completed within the time set by the service delivery unit. Service speed has a close relationship with patient satisfaction. So service providers must provide the best possible quality of service so that close relationships in terms of patient satisfaction can be maintained. It is called fast if the waiting time is less than or equal to 60 minutes, and it is called long if the waiting time is more than 60 minutes (Ministry of Health RI, 2007). According to Sabarguna (2004) stated that one of the indicators of patient satisfaction on an outpatient basis is the speed of patient acceptance by the registration officer or the speed of waiting time to get services. This is in accordance with Marlina. L (2021) that waiting times in registration and polyclinics are highly dependent on the responsiveness, willingness, readiness, attitude, and speed of officers in providing patient satisfaction in meeting their needs to get services in hospitals. The result of the Percentage of assessment The speed of service in the registration section of 86.22% shows that the assessment of the speed of service in the registration section is very good, According to researchers that the slow pace of officers preparing medical record files can make the queue of other patients slow to serve which makes the time inefficient.

Communication Assessment of Medical Identity Cards on Patient Satisfaction

Of the 135 respondents that the respondent's Assessment of the suitability of the information with the type of service received, obtained the answers Excellent 82 repondents, Good 43 repondents, Less 5 repondents, and Very Less 5 repondents. The respondent's assessment of Mr/Mrs was comfortable in the registration unit environment, obtained which answered Very Good 75 repondent, Good 52 repondent, Less 4 repondent, and Very Less 4 repondent. The respondent's assessment of friendly and courteous personnel in providing service, obtained which answered Very Good 78 repondents, Good 50 repondents, Less 5 repondents, and Very Less 2 repondents. The respondent's assessment of the personnel providing services with focus and responsibility" was obtained which answered Very Good 82 repondents, Good 42 repondents, Less 6 repondents, and Very Less 5 repondents. The respondent's assessment of you was satisfied with the services provided by RSKD Pertiwi and will return to visit, obtained which answered Very Good 83 repondents, Good 44 repondents, Less 5 repondents, and Very Less 3 repondents. Patient satisfaction is the level of a person's feelings after comparing perceived performance with his expectations, so satisfaction level is a function of the difference between perceived and expected performance. If the performance is as expected, the patient will feel satisfied. In providing health services, the hospital must be more

careful, because if patients often feel dissatisfied, it will have an impact on losing many customers or patients. And the level of satisfaction is very dependent on the quality of services provided (Hario Magatsari, 2018). This is in accordance with Simanjuntak, M (2019), patient satisfaction affects the assessment of the quality and quality of service to a health facility. Some aspects that can be used to evaluate patient satisfaction are the aspects of comfort, the patient's relationship with hospital staff, the technical competence of officers, and costs. From the theory expressed by Muninjaya, (2011) if the performance of the officer is worse than the patient expected, then the patient will feel dissatisfied or dissatisfied with the service received. In the statement of comfort in the environment of the registration unit, 5 respondents answered less. This is in accordance with (Nurlina, 2021), comfort is not directly related to the effectiveness of health services, but affects patient or consumer satisfaction so as to encourage patients to come for treatment back to the place. Patients who visit for treatment through patient registration will be satisfied if the performance of the health service they have obtained is equal to or exceeds their expectations and vice versa, the patient's dissatisfaction or feeling of disappointment will arise if the performance of the health service he obtained is not in line with his expectations. Complaints are a sign of dissatisfaction and have a connection with the service of the officers. Dissatisfaction that often occurs in Puskesmas is the attitude and behavior of patugas, delays in services by doctors and nurses, lack of communication and providing unclear information, a long registration process, and cleanliness of the environment and room. Amalia, I. (2018). According to (Notoatmodjo, 2010), states that the factors that affect patient satisfaction are as follows: Knowledge, a person's level of knowledge can influence idividu behavior, where the higher the level of knowledge a person about health, the higher to participate. Consciousness, if knowledge cannot be understood, then naturally arises a consciousness for participation behavior. Postive attitude, is the reaction or response of a person who is still closed to a stimulus or object. While one of the compensations of a positive attitude is receiving, meaning that people are willing and pay attention to the stimulus given. Socioeconomic, Value system, Service user's understanding of the type of service he will receive. In this case, the communication aspect plays an important role because health services are high personal contact. Empathy shown by health care providers. This attitude will touch the patient's emotions. This factor will be affected by the patient's compliance rate. The results of the satistic test are based on the results of the fisher's exact test obtained a value of $p = 0.000$ because the value of $p < 0.05$ then H_0 is rejected and H_a is accepted. This means that there is a factor that relates between the variables of punctuality and patient satisfaction. Amelia, I. (2018). Results The percentage of patient satisfaction assessments in outpatient registration units of 87.48% shows that the assessment of patient satisfaction in outpatient registration units is very good, According to researchers, the lack of comfort obtained by patients may come from the friendliness of staff or the lack of existing facilities to wait for their queues. This can be corrected by knowing what makes the patient uncomfortable with the availability of a suggestion box.

Communication Assessment of Medical Identity Cards on The Performance of Personnel Services

From all variables, it shows that the Percentage of Service Performance assessment of Medical Records and Health

Information personnel in the outpatient registration unit of 86.20% shows that the Performance Assessment of Manpower Services is very good, according to researchers, performance assessment is the process of assessing personal work in an administrative activity which is an evaluation of personal work appearance by comparing standard appearance standards, This performance appraisal activity helps personal decision-making and provides feedback to the personal about the implementation of the work of the workforce, especially the Medical Records and Health Information personnel. Based on the results of research by Aulia, D. (2020) which states that the assessment of individuals in the service and provision of outpatient medical records has a significant effect on performance because the results of the t test carried out obtained a value of $p = 0.002 < 0.05$ meaning that the provision of medical record services in an organization is a process of developing capabilities in the direction desired by the organization concerned by having the ability to work medical record services and Health Information a good one will then improve the performance results. Performance is the appearance of personal work both quality and quantity in an organization. Performance can be an individual appearance or a personal work group. The appearance of the work is not limited to the person who holds the functional or structural position, but also to the entire personal ranks within the organization. According to the Researcher's Assumption, there is a difference between performance appraisal and clarity of information flow, speed of registration services and patient satisfaction during registration will be able to improve the performance of medical record personnel because they have excellent performance it depends on each individual whether they have the ability and willingness to achieve it, so even if the medical record officer has a level of education not the same as the Diploma, they will both have opportunity to produce good performance. The description of the performance concerns 3 important components, namely: Objectives, goals and assessments. Goal setting of each organizational unit is a strategy to improve performance. This goal will provide direction and influence how the work behavior that the organization expects of each worker, however, the determination of the task force alone is not enough, therefore it requires a measure of whether a person has achieved the expected performance. For this reason, quantitative and qualitative measures of performance standards for each task and position of personnel play an important role. The third aspect of the components of performance definition is the assessment, regular performance appraisal that is associated with the process of achieving the performance goals of each personnel. This action will make energy to always be oriented towards goals and work behavior in accordance and in the same direction as the goals to be achieved. Thus, it is clear that the notion of performance with a description of the objectives of operational size and regular assessment has an important role in treating and increasing the motivation of personnel, especially Medical Records and Health Information personnel. Ilyas, Yaslis (2002)

CONCLUSIONS AND SUGGESTIONS

Based on the analysis of the data and the discussion that has been described, it can be concluded that, Clarity of service flow information in registration, speed of service in registration, patient satisfaction of outpatient registration

unit and performance assessment of medical records and health information services received a very good assessment by respondents. This study found each variable has a match with data and performance which is a good service function. The suggestion that this study shows the importance of clarity of service flow information, speed of service and patient satisfaction is a measure of personnel performance that must be improved and should be included in the next research model, it is necessary to review the governance structure of medical record services in hospitals so that in the future personnel rely more on job specialization.

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