



ARTICLE RESEARCH

Artikel URL: <http://jurnal.fkmumi.ac.id/index.php/woh/article/view/woh7403>**Outpatient Registration Staff Performance Assessment Model Using Ongoing Professional Practice Evaluation Method****^CSavitri Citra Budi¹, Yuni Suryaningsih², Caecilia Kayla Selomitha Sigit³, Elisa Wahyuningsih⁴, Hasna¹ Shofiyyah⁵, Iffah Khoirul Janah⁶, Nadia Dwi Cahyati⁷, Annisa Maulida Ningtyas⁸**^{1, 4-8}Department of Information and Medical Service, Vocational College, Universitas Gadjah Mada, Yogyakarta, Indonesia²Medical Records Unit, Nyi Ageng Serang Regional General Hospital, Yogyakarta, Indonesia⁸Technische Universitat Wien, AustriaCorresponding Author's email (C): savitri@ugm.ac.idsavitri@ugm.ac.id¹, yunisurya85@gmail.com², caeciliakaylaselomithasigit@mail.ugm.ac.id³, elisawahyuningsih@mail.ugm.ac.id⁴, hasnashofiyyah@mail.ugm.ac.id⁵, iffahkhoiruljanah@mail.ugm.ac.id⁶, nadiadwicahyati@mail.ugm.ac.id⁷, annisamaulidaningtyas@ugm.ac.id⁸

ABSTRACT

Ensuring patient safety and improving hospital quality begins with the patient admission process. Patient misidentification can significantly contribute to patient safety incidents; therefore, monitoring the performance of patient admission staff is crucial in preventing adverse events. Staff performance assessment includes evaluation of attitude, professional development, and service performance. This study aims to develop a performance assessment model based on the Ongoing Professional Practice Evaluation (OPPE) method. This study utilized a qualitative approach with an exploratory design. Data were collected through observations, interviews, document reviews, and surveys. Four staff members from outpatient admissions participated in the study. The study outlined assessment components consisting of attitude (7 aspects), professional development (3 aspects), and service performance (23 aspects). Self-assessment results showed all staff demonstrated competence in attitude and service delivery, while a minority lacked competence in professional development. The outpatient admission staff performance assessment model, based on the Ongoing Professional Practice Evaluation (OPPE) method, integrates three aspects (attitude, professional development, and service performance) and can be effectively implemented in hospitals to evaluate and monitor service quality.

Keywords: Performance assessment; OPPE; patient registration; patient registration; service quality; patient safety

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INTRODUCTION

Safety is a global issue in the health sector due to its impact on service quality. The law mandates providing safe, high-quality, non-discriminatory, and effective health services that patients are interested in based on established hospital service standards.¹ The paradigm shift in-service quality from focusing on providers to patients impacts changing the management's perspective in decision making. Patients are the main element in hospital services, so staff need to pay attention to the quality of service provided to patients. Service improvement efforts are carried out based on reports involving all staff.²

The Ministry of Health is committed to transforming the health system to achieve a healthy, independent, and equitable society by strengthening the health system's access and quality of services and transforming human health resources.³ Human resource transformation is achieved by developing professional resources that master competencies according to their determined functions and fields. The Medical Record and Health Information profession is responsible for implementing medical records and health information in health services.

The Medical Records and Health Information profession encompasses seven core competency domains that professionals in this discipline are required to master.⁴ The department head evaluates staff competencies and credentials to ensure public confidence in the professional management of medical records and health information. According to the Decree of the Minister of Health Number 7 of 2022 concerning hospital accreditation standards related to Hospital Governance standards (In Bahasa: Tata Kelola Rumah Sakit/TKRS) standard 10, unit leaders are tasked with conducting staff performance assessments. These assessments should incorporate adherence to quality improvement priorities or key quality indicators within the unit to enhance patient care quality and safety.

The Staff Qualification and Education standard (In Bahasa: Kualifikasi dan Pendidikan Staf/KPS) standard 19 mandates that staff performance evaluations analyze the fulfillment of job descriptions and staff contributions to achieving specified quality indicator targets. These assessments identify staff potential, challenges, obstacles, and opportunities to meet established objectives.

Various performance appraisal methods exist, including feedback, rating scale, critical incident, essay, performance standard, ranking, and paired comparisons.⁵ The Ongoing Professional Practice Evaluation (OPPE) is a comprehensive method of assessing service provision based on behavioral aspects, professional development, and service performance.⁶

Patient registration service is the first place of interaction between patients and health service providers, where the first patient data recording occurs.⁷ The accuracy of patient identification at this stage is important for ensuring patient safety.⁸

A preliminary study conducted in the registration department of Nyi Ageng Serang Hospital revealed that performance monitoring based on the OPPE method had not been implemented due to the absence of section-specific assessment indicators. Given this context, this study aims to develop a performance assessment methodology for outpatient registration staff based on the OPPE framework.

METHOD

Study Design

This study employs an exploratory qualitative research approach to examine the role of outpatient registration staff and identify aspects of their performance assessment using a predetermined method. The qualitative exploratory design enables researchers to investigate participants' responses and utilize probing techniques to elicit detailed opinions from informants.⁽⁹⁾

Data Collection

This study employed multiple data collection techniques: observation, interviews, documentation analysis, and surveys. These methods were utilized to gather comprehensive data pertaining to various aspects crucial for developing a performance assessment framework for patient registration staff.

Observational data were collected over a period of several days through direct observation of four outpatient registration staff members at Nyi Ageng Serang Hospital in Sentolo, Kulon Progo. The primary objective of this observational phase was to establish consistency in the patient registration process across different staff members. To facilitate structured data collection during observations, a standardized observation guide focusing on outpatient admission procedures was employed.

A semi-structured interview guide was developed based on the hospital's standard operating procedures for outpatient registration and the professional standards for registration staff in the registration section. This approach was chosen to explore the role of outpatient registration staff and identify aspects of their performance assessment that are aligned with the ongoing professional practice evaluation (OPPE) method.

Interviews were conducted face-to-face as open yet directed conversations, allowing for in-depth probing of ideas and concepts. All interviews were audio-recorded, transcribed verbatim, and systematically analyzed using the Atlas—TI application. The study included four outpatient registration staff members from Nyi Ageng Serang Hospital in Sentolo, Kulon Progo, as informants.

Subsequently, a documentation study was undertaken, examining standard procedures, job descriptions, and daily reports of the outpatient registration staff. This analysis aimed to identify patterns in patient reception services, which would inform the development of components for staff performance assessment.

Finally, a survey was administered to all four outpatient registration staff members via Google Forms. The survey collected data on informant characteristics and self-assessed performance aspects. This self-assessment survey was utilized to validate the findings of the OPPE-based performance assessment model developed through the study.

Data Analysis

Researchers conduct data analysis, starting with data collection, condensation, presentation, and conclusion.¹⁰ The data analysis process was carried out simultaneously using the Atlas.TI 8 application. This study uses the triangulation method to check the validity of the research data. Triangulation is a qualitative research strategy used to test data validity by converging information from various sources.¹¹

RESULTS

Development of Outpatient Registration Staff Performance Assessment Model Based on OPPE Method

The interview findings underscored the necessity of examining multiple performance aspects in relation to service standards to achieve a comprehensive performance evaluation. The development of a performance assessment model for outpatient registration staff was predicated on several components identified through this study. Analysis of the documentation revealed that the performance assessment components could be categorized into three primary domains: attitudinal and behavioral aspects, professional development, and service performance metrics.

Staff Performance Assessment Components in Attitude and Behavior Aspects

The behavioral aspects of service delivery were identified through an examination of staff attitudes, actions, and interactions with patients. Observational data revealed that staff consistently demonstrated a friendly demeanor, communicated with patients using appropriate intonation, and maintained a professional appearance throughout the registration process. This is confirmed in the interview results below.

“Before providing services to patients, we apply smiles, greetings, and salutations to patients or families.” (Informant 2)

These observational findings align with the documentation study of outpatient registration service procedures, which emphasizes that staff must greet patients, introduce themselves, and adhere to ethical standards in their professional conduct. The development of the outpatient registration staff performance assessment model yielded seven distinct components within the behavioral aspect, as follows (Table 1).

Table 1. Attitude and Behavior Aspects in the Performance Assessment of Patient Registration Staff

No.	Assessment Components
1	Employ appropriate facial expressions (e.g., smiles), use professional greetings and salutations when interacting with patients.
2	Self-introduction and patient acknowledgment.
3	Invite patients to be seated comfortably.
4	Maintain a neat and professional appearance
5	Communicate using clear, appropriate language and intonation
6	Adhere to ethical standards in professional practice.
7	Demonstrate mutual respect and effective teamwork skills.

Staff Performance Assessment Components in the Professional Development Aspect

Professional development for outpatient registration staff is an activity that needs to be done to maintain and improve the quality of service. This activity aims to ensure that staff have followed the development of better and safer health service standards. Activities carried out can include continuing education, certification, training, seminars, practical skills development, and self-evaluation. Based on the results of interviews with registration staff, staff have participated in medical record seminars organized by professional organizations so far. This is conveyed by the information below.

"We have attended several medical record seminars held by DPC PORMIKI." (Informant 3)

Based on the results of the research data analysis, three minimal components can be used as standards for assessing the performance of registration staff in the professional development aspect. These performance assessment components comprise: (1) participation in training programs focused on excellence in service delivery, (2) engagement in effective communication workshops, and (3) involvement in educational activities related to medical records and health information management (Table 2).

Tabel 2. Professional Development Aspects in Performance Assessment of Patient Registration Staff

No	Assessment Components
1	Participation in training activities focused on excellence in service delivery
2	Engagement in educational programs on effective communication techniques
3	Involvement in educational activities related to medical records and health information management

Staff Performance Assessment Components in the Service Performance Aspect

The performance of outpatient patient registration staff in the service performance aspect can be measured from the knowledge and skills of staff in providing quality services according to established professional standards. Research data analysis was conducted to develop components for assessing the performance of registration staff in the service performance aspect. Based on the results of the documentation study on the outpatient patient registration register, staff enter data for clinical purposes and patient greeting status in front of the patient's name. In addition, staff then print queue cards.

Table 3. Service Performance Aspects in the Performance Assessment of Patient Registration Staff

No	Assessment Components
1	Conduct patient interviews to confirm the visit's purpose.
2	Verify the patient's previous hospital visits.
3	For new patients: Ensure completion of registration form and general consent.
4	Confirm identity of patient seeking treatment
5	For new patients: Obtain signatures on the registration form and general consent.
6	Collect the patient's identification or health card.
7	For new patients: Input patient data into the hospital information system.
8	Record patient name according to protocol (appending Mr./Mrs.).
9	For returning patients: Update current phone number.
10	Confirm the patient's healthcare payment method.
11	Verify the accuracy of the entered data.
12	For insured patients: Check BPJS (social insurance) participation status
13	Register the patient for the appropriate clinic.
14	Print clinic queue number.
15	For new patients: Create a health card.
16	For BPJS-insured patients: Facilitate fingerprint scans in the system.
17	For BPJS-insured patients: Generate a Participant Eligibility Letter (SEP)
18	Return the patient's identification or health card.
19	Provide clinic queue number sheet.
20	Direct patient to designated clinic.
21	Complete the registration process within 10 minutes.
22	Call the next patient in the queue for registration.
23	Educate patients on hospital registration services.

Services at this registration location are carried out in less than ten minutes. Based on the research data analysis results, several activities are assessed as components of the outpatient patient registration staff performance assessment in the service performance component (Table 3)

Self-Assessment of Outpatient Registration Staff Performance Based on the OPPE Method

The development of a performance assessment model for outpatient registration staff based on the OPPE method has been implemented as a self-assessment, which is filled out by outpatient registration staff at Nyi Ageng Serang Regional Hospital. The self-assessment method is used for socialization, monitoring, and objective self-evaluation to increase self-awareness and staff development planning. Below are the results of the self-assessment of the outpatient registration staff performance at Nyi Ageng Serang Regional Hospital in three aspects: behavior, professional development, and service performance.

In the behavior aspect, it was found that all outpatient registration staff have implemented the smile, greet, and salute approach to patients, introduced themselves and greeted patients, invited patients to sit down, dressed neatly and politely, spoke with good language and intonation, were able to act ethically in carrying out their profession, and demonstrated mutual respect and cooperation within the team (Figure 1).



Figure 1. Results of Self-Assessment of Registration Staff Performance

In the professional development aspect, it was found that not all outpatient registration staff have attended training in excellent service and effective communication. However, all staff have participated in seminars in the field of medical records (Figure 1). Given this situation, it is necessary to develop the professional skills of outpatient registration staff at the hospital further by encouraging them to attend training in excellent service and effective communication, in addition to the training they have already received in medical records and health information.

In terms of service performance, it was observed that all outpatient registration staff at Nyi Ageng Serang Regional Hospital have performed well (Figure 1). The staff has provided outpatient registration services according to the established procedures, which involve twenty-four stages of service, from interviewing the patient to educating them about bringing their medical card when returning to the hospital.

DISCUSSION

Development of Outpatient Registration Staff Performance Assessment Model Based on OPPE Method

Performance evaluation serves as a form of monitoring the quality of staff-provided services. Performance assessment based on the ongoing professional practice evaluation (OPPE) method is a contemporary approach used to recommend best practices by identifying the standards of service quality delivered.¹² To ensure service quality and patient safety, the Indonesian Ministry of Health has incorporated performance evaluation monitoring using the OPPE method into the hospital accreditation standards.⁶ The OPPE assessment consists of three components: attitudinal and behavioral aspects, professional development, and service performance metrics, which will be discussed further below.

Staff Performance Assessment Components in Attitude and Behavior Aspects

Patient registration services serve as the first point of interaction between patients and healthcare providers. This first impression is crucial in shaping the overall patient experience, ultimately affecting patient satisfaction with healthcare services. The evaluation components of attitude and behavior refer to the attitudes, actions, and interactions between medical staff, patients, colleagues, and the work environment.

Smiling is a critical component in building interpersonal relationships, which can positively impact work quality and job satisfaction.¹³ In another study, it was found that there is a significant relationship between the attitude of registration staff and outpatient satisfaction.¹⁴ This study successfully identified seven components that can serve as benchmarks for evaluating the performance of registration staff at Nyi Ageng Serang Regional Hospital in terms of staff attitudes and behavior.

Staff sometimes struggle to provide service that meets patient expectations. Satisfaction is an expression of the patient's feelings after receiving service that meets their expectations. To standardize patient expectations for service, it is essential to socialize the standards of patient registration services so that patients understand the service standards provided at the hospital. Generally, the work attitude of registration staff has a positive impact on their performance.¹⁵

Staff Performance Assessment Components in the Professional Development Aspect

Professional development is essential for enhancing the service quality of hospital outpatient registration staff. This study identified three key components for evaluating the professional development of registration staff: (1) participation in training programs focused on excellence in service (2) engagement in practical communication workshops, and (3) attendance at specialized training sessions on medical records and health information management. These activities serve as evaluation criteria for assessing the professional development aspect of registration staff performance.

Other research has found a relationship between skills, attitude, appearance, actions, and responsibilities with excellent service.¹⁶ Professional development for outpatient registration staff aims to improve service quality, reduce service errors, increase efficiency, enhance service skills, and

improve adherence to established procedures. This is supported by research highlighting the importance of employee training and development in improving healthcare services.¹⁷

Hospital registration staff are Medical Record and Health Information staff with work licenses from the Indonesian Ministry of Health. This profession falls under the category of medical technician staff.^{18,4} The Learning Management System (LMS) platform provided by the Ministry of Health facilitates professional development for healthcare workers.¹⁹ This platform staff various professional development opportunities, and several professional credit units (In Bahasa: Satuan Kredit Profesi/SKP) are available. SKP includes target achievements within a specified timeframe that can be measured. Meeting these SKP requirements is used to process the renewal of the Practice License (In Bahasa: Surat Izin Praktik/SIP) for all healthcare professionals, including registration staff.

Staff Performance Assessment Components in the Service Performance Aspect

This study successfully identified twenty-three service performance components that can be evaluated for hospital outpatient registration staff. The hospital's patient registration procedures establish and agree upon these components. All outpatient registration staff at Nyi Ageng Serang Regional Hospital share a consistent perception of service delivery, covering activities from welcoming patients, initial assessment, and data entry to guiding subsequent services. Adherence to procedural standards is a component in the performance evaluation of outpatient registration staff. The hospital conducts the patient admission process following applicable regulations.⁶

Patient registration is an intriguing topic in cross-country research following the implementation of Universal Health Coverage (UHC) policies. Patient registration across countries aims to enhance integration, coordination, and efficiency of care.²⁰ Support in terms of infrastructure and facilities for healthcare management can enhance work productivity.²¹ Support through providing a work environment that meets various aspects such as ergonomics, physical, biological, mechanical, psychological, and chemical factors can enhance workplace safety.²²

Self-Assessment of Outpatient Registration Staff Performance Based on the OPPE Method

Self-assessment is a self-evaluation process conducted by an individual based on specific criteria relevant to their job. The primary purpose of this self-assessment is for personal reflection on job performance, identifying strengths and weaknesses, and planning improvements or self-development for better service. Self-assessment serves as a tool for evaluating individual performance using external standard measures, which can be used to identify one's strengths and areas for improvement.²³

In this study, a survey was successfully identified and tested by providing it to outpatient registration staff, covering evaluation components such as attitude, professional behavior, and service performance. The head of the unit is responsible for conducting performance evaluations using measurable quality indicators within the unit.⁶ The performance assessment instrument identified from the competencies of the staff can be used as a guide for evaluating quality and patient safety.²⁴

CONCLUSIONS AND RECOMMENDATIONS

Developing a performance assessment model for outpatient registration staff based on the Ongoing Professional Practice Evaluation (OPPE) method consists of three aspects. The attitude and behavior aspect includes seven evaluation components. The professional development aspect has three evaluation components, while the service performance aspect consists of twenty-three components. This performance assessment model was simulated with Nyi Ageng Serang Regional Hospital outpatient registration staff. This evaluation method can be applied in the outpatient registration departments of other hospitals. Future research should focus on developing performance assessment methods for other medical record departments based on the OPPE method.

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