

Evaluation of PT Mcdermott Clinic Service Procedures

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Less of effectiveness / Inaccuracy in the flow of services at the PT Mcdermott clinic.

Background

PT Mcdermott clinic is a place of practice that has more than one doctor and nurse working in health services. One of the service problems at the PTMI clinic is the operation of the clinic which has a long waiting time.

Literature

According to Rifka (2017), a procedure is a planned sequence of work or activities to handle repetitive work in a uniform or integrated manner.

According to Rina (2019), the definition of evaluation in a broad sense is a process of planning, obtaining, and providing information that is needed to make various alternative decisions.

The definition of ICQ (Internal Control Questionnaires) in a book entitled Auditing (Accountant Examination) by Public Accountants Volume 1 explains that "ICQ is used to study the Internal Control contained in the company. ICQ is carried out by means of mutual questions and answers between auditors and clients" (Prof. Dr. Sukrisno Agoes, 2019).

interim conclusion

Based on the results of filling out the compliance audit questionnaire, it can be concluded that the service activities at the PT Mcdermott Clinic are running Very Good. This is because the percentage of 'Yes' answers reached 80%. Because this percentage meets the percentage > 75%, it can be said that the level of compliance with service procedures at the PT Mcdermott Clinic is very good.

SCALE	CONCLUSION
0-25%	Very bad
26-50%	Good Enough
51-75%	Good
76-100%	Very Good

Tabulation Results of Internal Control Questionnaires (ICQ)

No	Question	Answer		Commentary
		Ya	No	
1.	Do on-site staff greet and serve patients in less than 10 minutes?	1	0	
2.	Has the officer provided information related to the service procedure?	1	0	
3.	Is the use of manual queue numbers using arrival hours going well?	1	0	
4.	Has the maximum patient service time of 2 hours been enforced?	0	1	Irrelevant
5.	Is the implementation of the practice doctor service schedule, immunization schedule and other services in accordance with the predetermined schedule?	1	0	
6.	Are the officers carrying out emergency services in accordance with existing provisions done properly?	1	0	
7.	Do officers perform anamnesis, physical examinations and medical support examinations to determine the main diagnosis?	1	0	
8.	Is the officer in making the referral in accordance with the doctor's instructions?	1	0	
9.	Is the waiting time in taking medication good and the prescription given is in accordance with the doctor's instructions?	1	0	
10.	Are officers who perform services outside of working hours still carried out in accordance with existing procedures?	0	1	Irrelevant
NUMBER OF ANSWERS		8	2	
PRESENTED		80%	2%	

Using the champion formula:

$$\frac{\text{Number of Yes Answers}}{\text{Number of Responses by All Respondents}} \times 100\%$$

$$\frac{8}{10} \times 100\% = 80\%$$

Problem/barriers

Health services at the clinic exceeding 2 hours

- Very many patients
- Having few practicing doctors
- Doctor's schedule that collides with other activities

Solution

- Make a difference in the registration queue code for employees and employees' families when registering according to the patient's needs.
- Prioritize medical treatment for employees who are working compared to employees' families in a ratio of 3:1.
- Use other medical personnel to handle routine tasks that do not require specific expertise of doctors.

References

