

The Effectiveness of FSA on Fee Service Summary Rates in Hospital

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ARTICLE INFO

Keywords:

Summary Rates, Fee Service,
Hospital

ABSTRACT

Fee service was a component of hospital rates in the form of rewards received by staff for services provided to patients that affect performance and satisfaction of work. Effective management influences a hospital's productivity in health services to patients. The aim of this study was to determine the effectiveness of the FSA (Fee Service-App) on rates of fee service summary in hospital. This study was a quasi-experimental design with a one-shot case study. Samples consisted of 183 financial data of inpatients at hospital in Samarinda City. Data analyzed were an independent t-test. The result of the study showed that the input duration level on FSA was 95% at the fast level and table application was 78% at the middle level. Rates of fee service summary with FSA was 99% at the fast level and table application was 92% at the slow level. In conclusion, there was a statistically significant difference between rates of fee service summary used FSA and the conventional table application.

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1. INTRODUCTION

Hospitals are capital-intensive, labor-intensive, and technology-intensive health care institutions that require comprehensive and sustainable management in order to realize the hospital's vision and mission. Human Resource Management (HR) is a very important and influential aspect in the process of achieving organizational goals. Human resource investment is the main key to the sustainability and progress of the organization. Therefore, the functions of HR management must be carried out optimally so that the hospital's needs can be achieved (1,2).

Hospital human resources who play a major role in providing health services are functional medical staff (SMF) which include general practitioners, specialists, and nurses who have an important role in determining the direction of the quality of health services. Doctors and nurses have the right to earn income for the health services that have been provided to patients. Rewards received by service providers for services provided to patients in the context of medical services, medical support services, and or other services are called service services (3).

The provision of services is proven to have a significant relationship with performance. Research states that the service distribution system has an impact on the performance of employees in hospitals. According to Mahendra (2015) that the distribution of services to nurses has an impact on the performance of nurses in providing health services. Remuneration that is similar to services has been proven to have a positive and significant effect on employee performance (4,5,6,7)

Based on a preliminary survey conducted at the Hospital in Samarinda City, it was found that administration officers still use the conventional method, namely the table application in calculating the fee services of medical staff in hospital. Calculations with this method have the possibility of errors in the form of data splits, both the name of the action, the name of the medical staff, the name of the unit or the nominal of the fee service. In addition, based on observations, the use of this method requires full accuracy, high concentration and a long time by administrative officers so that there are

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no errors and data can be recapitulated/summarized at the right time, namely at the end of each month so that the distribution of services to doctors can be carried out in a timely manner. The untimely distribution of services will cause a lot of complaints from medical staff which can lead to a decrease in job satisfaction among medical staff. The medical staff was the main workforce owned by hospitals so their work satisfaction must be maintained properly to obtain optimal performance for hospitals.

Fee Service-App (FSA) is a computer application that calculates the services of medical staff. This application was built to make it easier for hospital administrative staff to work more effectively and efficiently in calculating fee services for every medical staff in the hospital. In addition, this application supports the realization of digital transformation and the digital economy in hospitals as health service facilities that must continue to grow and develop to realize health independence.

Based on the background above, it becomes the basis for researchers to determine the effectiveness of the FSA on the rates of fee service summary at one of the hospitals in Samarinda City.

2. METHOD

This study was quasi-experiment design with a one-shot case study, which means experimental research was conducted without a comparison group and also without a pre-test. This design was used to examine one group by being given one treatment and the measurement is done once. The simple purpose of this design is to determine the effect of the FSA treatment given to the group without considering the influence of other factors. The population of this study is the financial documents of inpatients. The sample was the financial documents of inpatients in August 2022, with as many as 183 documents with the purposive sampling method.

3. RESULTS AND DISCUSSION

3.1. Difference in Rates of Fee Service Summary

Before the summary of services was obtained, patient data was inputted first into the system and then a summary per doctor was taken at the end of the month according to the closing date of the financial book. The results of the analysis of the duration of financial data input on the FSA and table applications that have been used by administrative officers (conventional) were listed in table 1 below.

Table 1. Differences in Input Duration Levels

Input Duration Level	FSA	Table Application	p-value
Fast (≤ 3 minutes)	173 (95%)	22 (12%)	0.000
Middle (4-10 minutes)	8 (4%)	143 (78%)	
Slow (> 10 minutes)	2 (1%)	18 (10%)	

The results showed that the data were normally distributed using the Shapiro-Wilk test, so the statistical test used was an independent t-test. One group intervened using the FSA and the other group was given a conventional table application intervention.

Based on table 1, it was found that the input used FSA has a fast level of 95% and a slow level of 1%. The input duration used conventional table applications, the majority have a medium level of 78% and as much as 10% have a slow input duration level.

Every closing date determined by the hospital's finance unit, the administrative officer makes a summary of fee services for every medical staff who provides health services to patients. The comparison of the rates of fee service summary used FSA and conventional way (table application) in table 2.

Table 2. Differences in Rates of Fee Service Summary

Summary Rates Level	FSA	Table Application	p-value
Fast (≤ 10 seconds)	180 (99%)	4(2%)	0.000
Middle (10-60 seconds)	2(1%)	11(6%)	
Slow (> 60 seconds)	0(0%)	168(92%)	

Based on table 2, it was found that rates of fee service summary used FSA in majority has a fast level of 95% and a slow level of 1%. The duration of service input used conventional table

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applications, the majority have a medium duration level of 78% and as much as 10% have a slow input duration level.

Time was a sure resource, but it can easily pass without returning to be used next time. Time management was a person's skill to utilize time so that the activities carried out become more effective and efficient (8). Time management requires good skills, tools, and techniques to complete tasks within a predetermined period (9). Study by Halim (2019) shows that time management has a positive and significant effect on employee performance (10). Another study by Adebisi (2013), states that there was a significant and positive relationship between time management practices and performance. Other research states that time management has a positive effect on performance (11,12,13,14).

3.2. The Effectiveness of the FSA in Rates of Fee Service Summary

Table 3. Mean Difference in Rates of Fee Service Summary used FSA and Table Applications

Application	Mean	SD	p-value
FSA	6,4	1.8	0,000
Table Application	744	2.2	

Based on the results of the analysis in table 4 above, it shows that the mean rates of fee service summary used the FSA was 6.4 seconds per summary, while table application was 744 seconds. This means that summary rates of FSA were faster than the table application. The p-value was 0.000 which indicates that there was a statistically significant difference in summary rates between FSA and the table application.

Hospital services were one of the remuneration elements that was one of the factors that determine the performance of medical staff. Some of the studies show that there was a significant influence between incentives and performance. However, Mazura's research (2012) shows that there is no positive influence between incentive variables and performance (15,16,17,18,19,20).

4. CONCLUSION

The conclusion of this study was any statistically significant difference in FSA and conventional table applications on fee service summary rates in hospital.

Acknowledgment

Thanks to Ristekdikti and LLDIKTI Region XI Kalimantan who provided funds for this study.
 Thank you to the hospital in Samarinda that gave us an opportunity to implement this study.

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