DESCRIPTION OF WAITING TIME FOR OUTPATIENT SERVICES AT THE DENTAL AND ORAL HOSPITAL OF JEMBER UNIVERSITY

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Abstract- **The hospital is one of the health service facilities that in carrying out its duties must provide services to patients in accordance with the National Quality Indicators and Minimum Service Standards. Service waiting time is included in the category of indicators that must be assessed by a hospital in achieving the success rate of health service quality. Service waiting time can be said to be the patient's waiting time for services starting from the patient's arrival at the registration point until the delivery of medical files to the intended polyclinic and entering the examination room. This research design is a observational descriptive study that aims to provide an overview of outpatient waiting times at Dental and Oral Hospital of Jember University. This research was conducted at Dental and Oral Hospital of Jember University in March, 2023. The subjects of this study amounted to 90 general outpatient patients who were not treated by coass students with purposive sampling techniques. The results of the study averaged patient waiting time was 51,7 minutes where the results were in accordance with the standards specified in minimum service standards, namely the waiting time should be less than 60 minutes (± 60 minutes).**

Index Terms- **Waiting Time, Outpatient Services, Dental and Oral Hospital.**

I. INTRODUCTION

Health care facilities are a very important service facility for the people of Indonesia, one of the health services in Indonesia is a hospital. Hospitals are health facilities that have a very strategic role in accelerating the improvement of public health status.[1] Dental and Oral Hospital as the main educational specialty hospital is a health facility used by the faculty of dentistry to complete all or most of the curriculum in order to achieve competence in the field of dentistry.[2] As an Educational Dental and Oral Hospital of Jember University, Dental and Oral Hospital of Jember University provides a means of academic process for coass students whose actions are carried out with the knowledge and approval of the supervisor.[3]

In carrying out its duties as a teaching hospital, Dental and Oral Hospital of Jember University must provide services to patients in accordance with standards. The standards used in providing health services are Minimum Service Standards (MSS). MSS are provisions regarding the type and quality of basic services that every citizen is entitled to obtain at a minimum.[4] MSS aims to equalize understanding of operational definitions, performance indicators, size or reference units, national targets, calculation methods, formulas, numerators, denominators, standards, performance achievement units, and data sources.[5] Outpatient services have seven MSS indicators that must be considered by hospitals, one of which is service waiting time.[6] Waiting time is a problem that always causes complaints from patients in several hospitals, where waiting for a long time can cause dissatisfaction with patients.[7] In accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129 / Menkes / SK / II / 2008 concerning Minimum Service Standards (MSS) Hospitals, the ideal patient waiting time is less than 60 minutes (< 1 hour).[6]

Previous research conducted by Jannah in 2016, obtained the results of service time at Dental and Oral Hospital of Jember University for 2 hours 16 minutes which was calculated from registration time to the end of service. In contrast to previous research, the research to be conducted by researchers is more devoted to waiting time which is calculated from the time of registration until the patient enters the treatment room. This research is also used as a renewal research from previous research that has been more than 7 years. Based on the description above, the researcher wants to know the waiting time for services at Dental and Oral Hospital of Jember University in 2023 based on the National Hospital MSS.[8]

II. MATERIAL & METHODS

This research was a descriptive observational with a cross sectional approach. The cross sectional approach is carried out by collecting data at one time in a certain period and observing the study subjects only once during one study.[9] This research was conducted in the waiting room of the outpatient installation of Dental and Oral Hospital of Jember University, namely general dental clinics and specialist dental clinics in March-April 2023. The sampling technique in this research used purposive sampling. Data obtained on at Dental and Oral Hospital Jember University was 116 patient. Data are grouped based on all general outpatients of general dental clinics and specialist dental clinics of Dental and Oral Hospital Jember University who were not treated or handled by co-ass students. The data was then grouped by age, gender, treatment clinic category, and waiting time using the prevalence formula. Data on the distribution of the waiting time for outpatient services result are presented in the table.

The data obtained is in the form of category that will be obtained from the results of the average waiting time. Data obtained from time counting while the patient is waiting to enter the treatment room. The results were categorized as frequency distribution of waiting times > 60 minutes that are not in accordance with the standard, and < 60 minutes in accordance with the standard.

III. RESULT

This study was conducted by taking primary data at Dental and Oral Hospital of Jember University in March 2023 - April 2023 as many as 90 respondents who were grouped based on the provisions of the Minimum Service Standards (MSS), namely waiting time should not exceed 60 minutes. The results of the study obtained the distribution of respondents based on individual characteristics which can be seen in table 1 to table 3. Individual characteristics consist of age, gender, and the clinic intended by the patient.

Table 1 Distribution of outpatients by age group at Dental and Oral Hospital of Jember University

Age Group	Quantity (n)	Percentage (%)
1 – 12 year (Child)	1	1,1
13 – 17 year (Adolescent)	1	1,1
18 – 64 year (Adult)	86	95,6
65 – above (Elderly)	2	2,2
Total	90	100

The division of respondent age groups is in accordance with what has been determined by the American Medical Association (2022) which consists of children (1 - 12 years) to the elderly (65 - above).[10] The results of grouping respondents by age showed that the highest research respondents at the age of 18 - 64 years were commonly referred to as adulthood as many as 86 (95.6%) respondents, while the smallest research respondents were aged 1-12 years and 13-17 years, namely 1 (1.1%), and at the age of 65 years and over there were 2 (2.2%) respondents. It can be said that the majority of visitors at Dental and Oral Hospital of Jember University at the time of the study were adult patients.

Table 2 Distribution of outpatients by gender at Dental and Oral Hospital of Jember University

Gender	Quantity (n)	Percentage (%)
Female	70	77,8
Male	20	22,2
Total	90	100

The results of the grouping of respondents based on gender showed that there were 90 respondents consisting of a majority of female gender, namely 70 people (77.8%) and as many as 20 people (22.2%) were male. The majority of respondents in the study were women.

Each respondent has a different disease complaint. Each patient is free to choose where the patient seeks treatment. This study has two clinics that respondents can go to, general dental clinics and specialist dental clinics. The grouping of the number of respondents based on the intended treatment clinic can be seen in table 3.

Table 3 Distribution of outpatients based on treatment clinic at Dental and Oral Hospital of Jember University

Treatment Clinic Category	Quantity (n)	Percetage (%)
General Practitioner Dental Clinic	9	10
Specialist Dental Clinic	81	90
Total	90	100

The results of grouping the number of respondents based on the intended treatment clinic during the study period were 9 patients (10%) conducted treatment at a general dental clinic, and the remaining 81 patients (90%) conducted treatment at a specialist dental clinic. Based on this number, it is known that patients prefer to visit specialist dental clinics, namely 81 patients (90%) compared to general dental clinics.

Outpatients at Dental and Oral Hospital of Jember University, both general dental clinics and specialized dental clinics, have different waiting times. The results of the study regarding the average waiting time of outpatients at Dental and Oral Hospital of Jember University for specialist dental clinics and general dental clinics can be seen in table 4.

Table 4 Average length of waiting time for outpatient services based on treatment clinic at Dental and Oral Hospital of Jember University

Treatment Clinic Category	Average (minute) ± SD	Minimal (minute)	Maksimal (minute)
General Practitioner Dental Clinic	23,2 ± 11,95	6	40
Specialist Dental Clinic	54,9 ± 31,44	6	157
Total	51,7 ± (9,75)		

Table 4 shows that the average waiting time for outpatients with a total of 90 respondents obtained during the study period was 51.7 minutes with a standard deviation of 9.75. The average waiting time per clinic was found to be a minimum waiting time of 6 minutes and a maximum waiting time of 40 minutes in general dental clinics, and a minimum time of 6 minutes and a maximum waiting time of 157 minutes for specialist dental clinics.

The waiting time for outpatients at Dental and Oral Hospital of Jember University must comply with predetermined standards. The predetermined standards are recorded in the MSS. The waiting time of patients at Dental and Oral Hospital of Jember University during the research period can be seen in table 5.

Table 5 Distribution of waiting time for outpatient services based on standards at Dental and Oral Hospital of Jember University

Category	Accordance With The Standard		Not Accordance With The Standard	
	n	%	n	%
General Practitioner Dental Clinic	9	10	-	0
Specialist Dental Clinic	54	60	27	30
Total	**63**	**70**	**27**	**30**

The frequency distribution of the length of waiting time of respondents based on the standardization that has been set in table 5 shows that the waiting time in accordance with the standard is 63 (70%) respondents with details, in general dental clinics consisting of 9 respondents and 54 respondents in specialist dental clinics. There were 27 (30%) respondents in specialized dental clinics who experienced waiting times that were not in accordance with the standard.

The results of this study state that the waiting time for outpatients at Dental and Oral Hospital of Jember University is 51.7 minutes. The results of this study are in accordance with the standards set in the MSS, namely waiting time should not exceed 60 minutes.

IV. DISCUSSION

This study was conducted on outpatients in general dental clinics and specialist dental clinics of Dental and Oral Hospital of Jember University. This study is a descriptive observational study that aims to provide an overview of the waiting time of outpatients at Dental and Oral Hospital of Jember University. Table 1 shows the results of research on the age distribution of Dental and Oral Hospital of Jember University visitors who have been grouped based on the American Medical Association (2022), that the majority of Dental and Oral Hospital of Jember University visitors are adults aged 95.6%.[10] This may be because if someone has entered adulthood, they are in the productive age period so that they are able to prioritize the need to seek health services when they need it. This statement is in line with the research of Sari et al. (2020) that the most visitors in 2018 - 2020 were in the adult age group (20 - 60 years).[11] This is because adults have entered productive age and often experience various oral and dental diseases such as pulpitis to pulp necrosis, tooth extraction, and denture making.[11,12] Putrianti's (2016) research also explained the frequency of visitors based on age and obtained data in the form of age groups 25 - 34 and 35 - 49 being the largest group of visitors at dental clinics.[13] Respondents aged children and adolescents are a minority because the research time was conducted during school hours so this is likely to cause few patients of that age to come to the Dental and Oral Hospital of Jember University. While respondents aged 65 years and over (elderly) only numbered 2 respondents. There are several factors that cause the lack of elderly people to come to the dentist, including mobility disorders that attack humans when they enter old age and low public interest in checking oral health. This is in accordance with the results of research by Saputra and Roziah (2021) which states that the low interest of the elderly in visiting the PUSKESMAS is caused by: (1) visiting a doctor at the PUSKESMAS only when their illness does not go away, (2) the community prefers to visit the "mantri"/vaccinator or village healer when they are first sick, (3) the community prefers to leave or buy medicines at the stall, (4) the community complains about access to the PUSKESMAS which is quite a long distance away, as well as the inadequate availability of public transportation facilities.[14]

The results of the distribution of research based on gender shown in table 2 show that the majority of outpatients who are respondents are female. This may be because women have a greater level of concern so that they pay more attention to their health conditions than men. The research by Ramli (2022), revealed that female respondents utilize health services more than male respondents because women have more time at home as housewives compared to men who have to work.[15]

The health care facilities studied in this study were specialist dental clinics and general dental clinics. The results of the distribution of research based on the number of patients listed in table 3, the most clinics visited during the study period were specialist dental clinics. The number of patients who choose to seek treatment at the Dental and Oral Hospital of Jember University specialist clinic is likely due to the availability of health insurance facilities, namely BPJS, which encourages people to seek treatment. The existence of these service facilities, it is possible if patients utilize government service facilities to get specialist dentist services at affordable prices. The next possibility is due to differences in competence and clinical reasoning skills obtained during the medical education of general dentists in dealing with patients different from specialist dentists. Ricky in the journal Legal Aspects of Medical Practices Performing Medical Actions that are not the Authority of Professional Competence (2020), said that if a doctor handles a disease outside his competence, due to lack of knowledge and skills or lack of available equipment, then a doctor or dentist is obliged to offer the patient a referral or consultation to another doctor or dentist who has the competence and other health services in accordance with the patient's medical needs.[16]

The results of the research that have been available in table 4 regarding the average length of waiting time obtained results for 51.7 minutes. These results are in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129 / Menkes / SK / IV / 2008 concerning MSS which states that outpatient waiting time is less than 60 minutes.[6] Then in table 5 states that there are 68.9%, have waiting times that are in accordance with the standard. Research by Laeliyah and Subekti (2017) states that waiting time of 60 minutes is included in the fast category, while waiting time> 60 minutes is included in the long category, when connected to this study it is known that 63 respondents (70%) are classified as fast waiting time, while 27 respondents (30%) are included in the long waiting time.[7]

The results of this study still have waiting times that are not in accordance with the standard, possibly because each action given to patients is different as well as the length of service provided to patients which affects the waiting time of the next patient. This statement is reinforced by the results of research by Arrieta (2012) which says that the results of observations and calculations of the average waiting time for each polyclinic at the Gatot Subroto Army Central Hospital (RSPAD) are different.[17] The waiting time at the Oral Medicine polyclinic is relatively fast because the polyclinic is only used as the gateway to the first treatment of the oral and dental department. In contrast to the Dental Conservation polyclinic, the waiting time is relatively long because in this polyclinic patients are given services in the form of fillings and dental nerve treatment so that handling for one patient alone can be long compared to other polyclinics.

The next possibility that can cause waiting times to be long is because there are problems in the registration process. Kuntoadi and Adiprana (2017) say that there are problems or omissions that commonly occur in the patient registration process that can affect the length of waiting time, namely the loss or absence of patient documents (medical records) and

the number of patients who forget to bring or lose their treatment cards, causing officers to have to search and even recreate patient data first.[18]

Each hospital must have a policy that regulates waiting time in accordance with predetermined standards, so that the discipline and awareness of officers regarding the importance of waiting time can be an effort to reduce the length of waiting time and increase patient satisfaction with health services.[19,7]

V. CONCLUSION

The results showed that the overall average waiting time for outpatients during the study period was 51.7 minutes. This is in accordance with the standards set out in the Decree of the Minister of Health of the Republic of Indonesia Number 129 / Menkes / SK / II / 2008, namely ± 60 minutes.

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