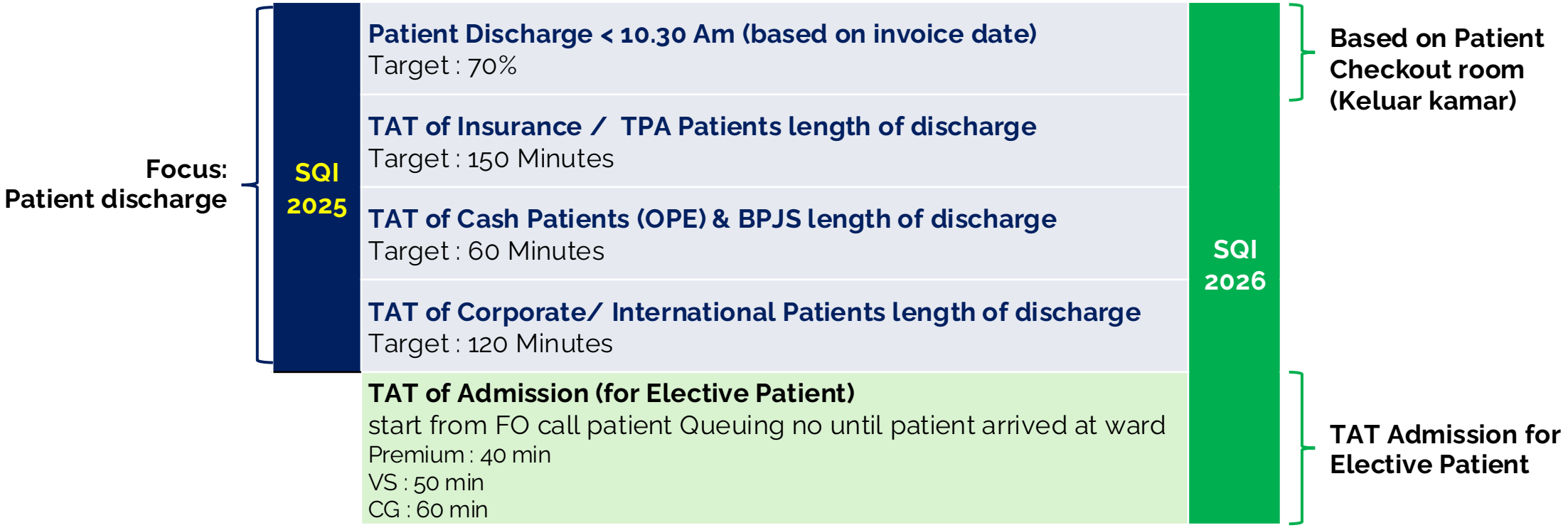
# Socialization of New IPD Bundle Indicator

# Objective

- To socialize the updated definition of the *Patient Discharge <10:30* indicator in the 2026 SQI framework.
- To present the 2025 performance and achievements.
- To outline the strategy for improving the adoption rate of system-based documentation.

# SQI 2026 - IPD


Focus:
Patient discharge
SQI 2025
Patient Discharge < 10.30 Am (based on invoice date)
Target : 70%
TAT of Insurance / TPA Patients length of discharge
Target : 150 Minutes
TAT of Cash Patients (OPE) & BPJS length of discharge
Target : 60 Minutes
TAT of Corporate/ International Patients length of discharge
Target : 120 Minutes
TAT of Admission (for Elective Patient)
start from FO call patient Queuing no until patient arrived at ward
Premium : 40 min
VS : 50 min
CG : 60 min
SQI 2026
Based on Patient Checkout room (Keluar kamar)
TAT Admission for Elective Patient

**IPD B**
**Scorecard**

# Patient Discharge<10.30 AM – SIH Q3 2025 - Target : 50% based on Checkout Room by Pre-settlement manual

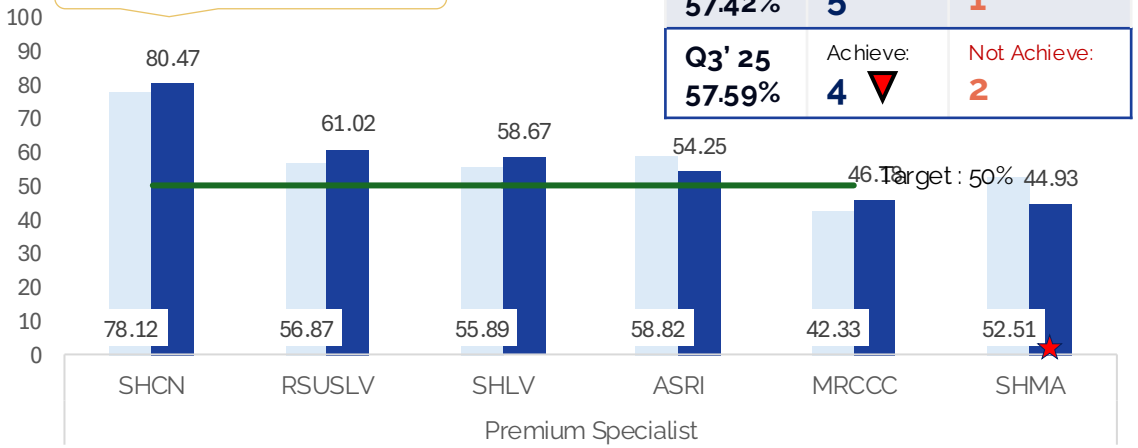
SIH Achievement Q2-Q3 (23->26)

| Q2 SIH | Q3 SIH |
|---|---|
| 57,39 | 61,94 |

Ach Q2 2025
Ach Q3 2025
Target 2025

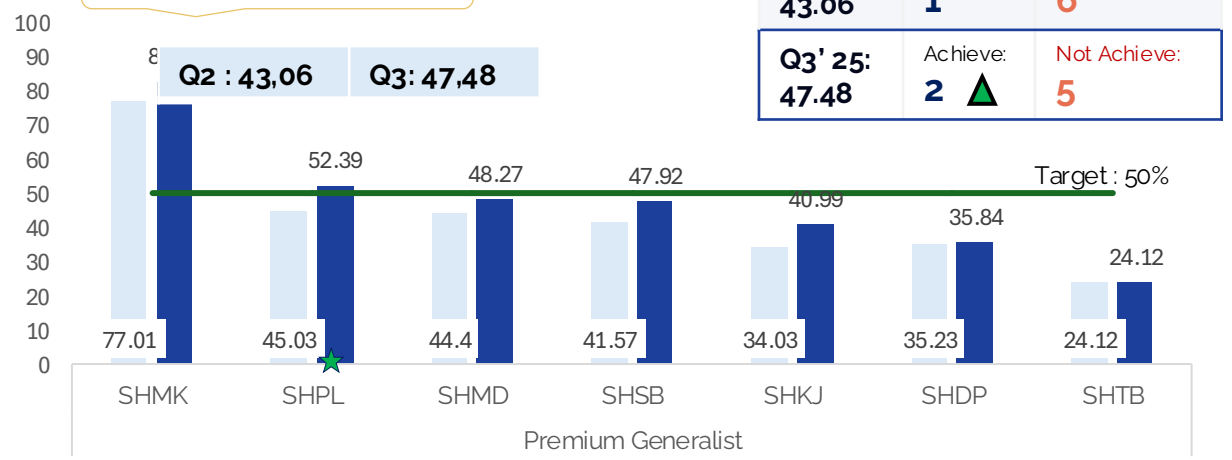
## Premium Specialist

| Q2' 25 : 57.42% | Achieve: 5 | Not Achieve 1 |
|---|---|---|
| Q3' 25 57.59% | Achieve: 4 ▼ | Not Achieve: 2 |



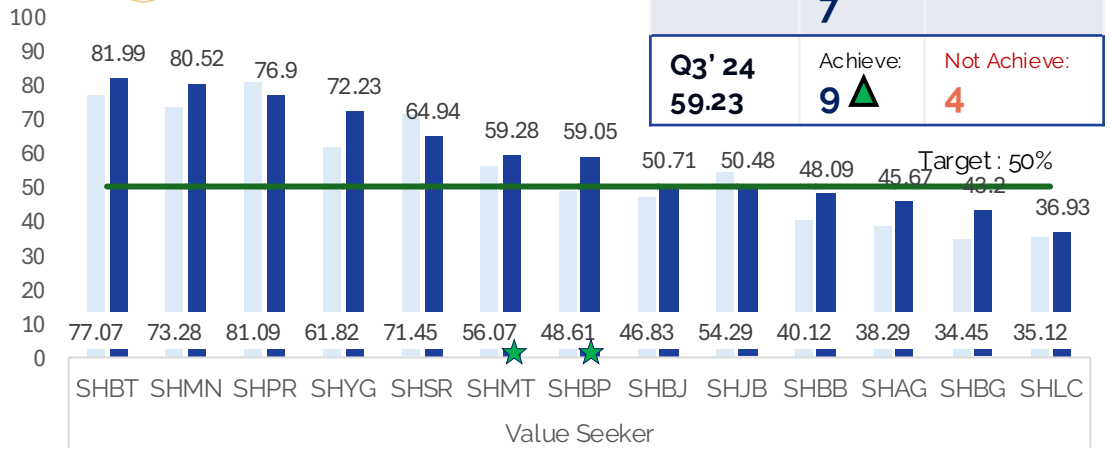

## Premium Generalist

| Q2' 25: 43.06 | Achieve: 1 | Not Achieve 6 |
|---|---|---|
| Q3' 25: 47.48 | Achieve: 2 ▲ | Not Achieve: 5 |



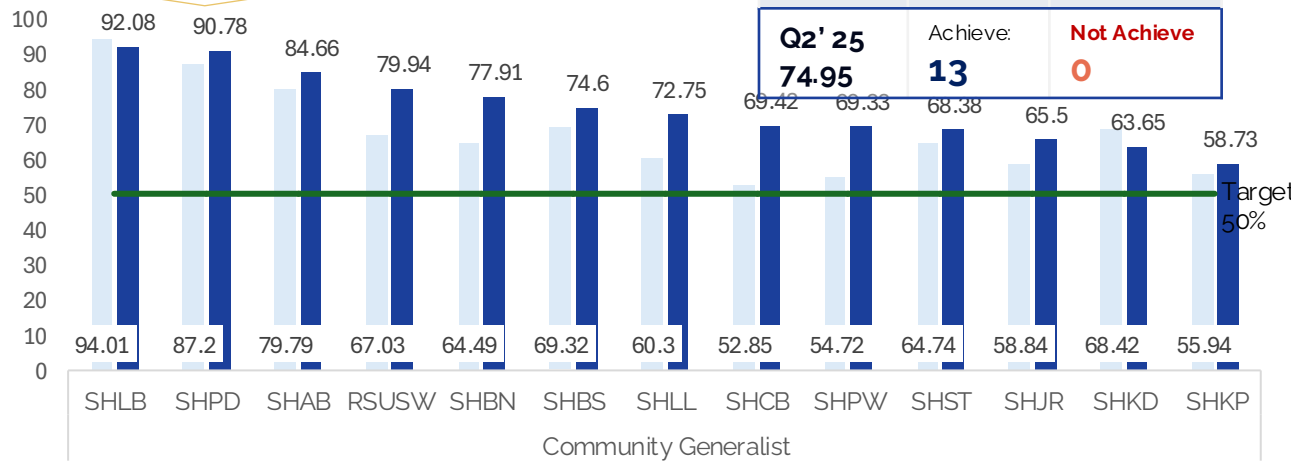

## Value Seeker

| Q2' 25 : 55.27% | Achieve : 7 | Not Achieve 6 |
|---|---|---|
| Q3' 24 59.23 | Achieve: 9 ▲ | Not Achieve: 4 |




## Community Generalist

| Q2' 25 67.41 | Achieve: 13 | Not Achieve 0 |
|---|---|---|
| Q2' 25 74.95 | Achieve: 13 | Not Achieve 0 |

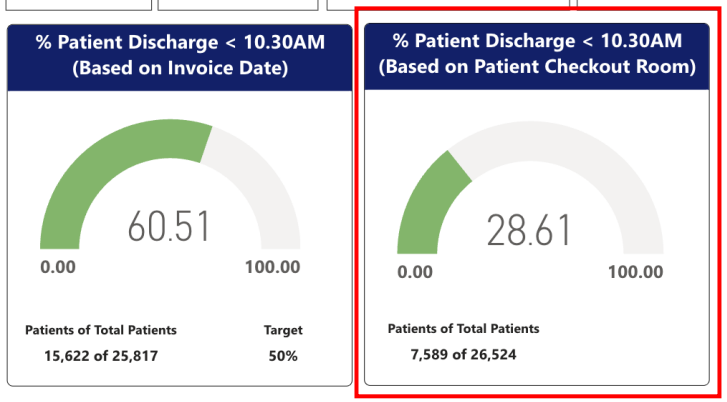


# Pencapaian Patient Discharge <10.30 based on Checkout room by system

Klik tombol “Transit Lounge” di Kairos maupun Klik tombol “Pasien sdh Pulang” di EMR Nurse IPD

## Aug 2025

Year: 2025 | Month: 2025 - 08 | Archetype: All | Hospital Name: All

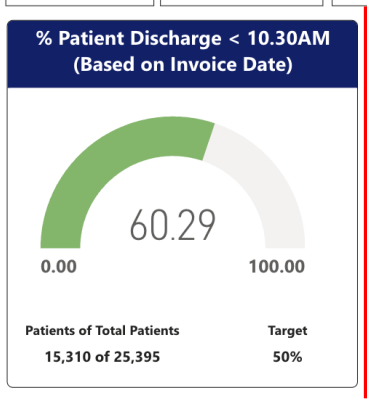


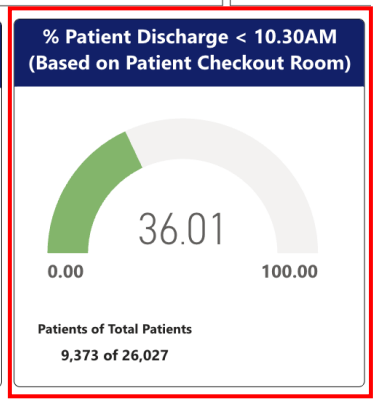




## Nov 2025

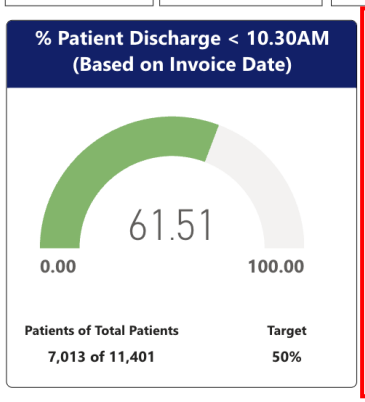
Year: 2025 | Month: 2025 - 11 | Archetype: All | Hospital Name: All

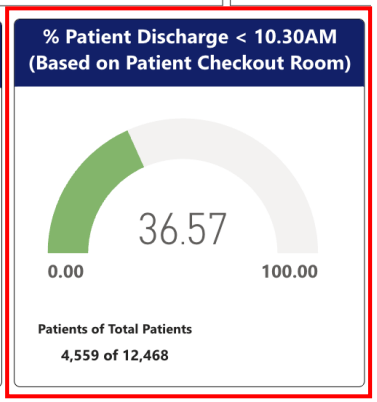



## Dec 2025

Year: 2025 | Month: 2025 - 12 | Archetype: All | Hospital Name: All




## Breakdown Tren per archetype

| Archetype | Hospital Code | 8 | 9 | 10 | 11 | Tren |
|---|---|---|---|---|---|---|
| Premium Specialist | ASRI | 34,23% | 46,23% | 39,82% | 53,48% | |
| | MRCCC | 30,44% | 33,37% | 33,46% | 33,58% | |
| | RSUS | 29,00% | 27,90% | 27,78% | 28,59% | |
| | SHCN | 36,91% | 28,74% | 35,14% | 22,75% | |
| | SHLV | 19,44% | 22,75% | 19,22% | 17,91% | |
| | SHMA | 25,55% | 22,07% | 12,50% | 17,50% | |
| Grand Total | | 29,26% | 30,18% | 27,99% | 28,97% | |

| Archetype | Hospital Code | 8 | 9 | 10 | 11 | Tren |
|---|---|---|---|---|---|---|
| Premium Generalist | SHDP | 6,87% | 6,47% | 7,83% | 5,89% | |
| | SHKJ | 25,65% | 26,88% | 24,66% | 26,17% | |
| | SHMD | 7,89% | 8,74% | 5,97% | 9,40% | |
| | SHMK | 18,18% | 13,07% | 16,81% | 20,00% | |
| | SHPL | 8,42% | 4,58% | 6,33% | 4,76% | |
| | SHSB | 25,57% | 24,47% | 20,39% | 16,40% | |
| | SHTB | 9,98% | 8,14% | 8,57% | 7,93% | |
| Grand Total | | 14,65% | 13,19% | 12,94% | 12,93% | |

| Archetype | Hospital Code | 8 | 9 | 10 | 11 | Tren |
|---|---|---|---|---|---|---|
| Value Seeker | SHAG | 20,48% | 21,29% | 35,52% | 58,66% | |
| | SHBB | 47,49% | 23,85% | 33,64% | 42,03% | |
| | SHBG | 16,28% | 16,20% | 36,31% | 26,32% | |
| | SHBJ | 22,22% | 14,39% | 41,25% | 43,51% | |
| | SHBP | 12,14% | 15,93% | 33,88% | 36,22% | |
| | SHBT | 42,08% | 73,90% | 87,52% | 85,23% | |
| | SHJB | 6,42% | 26,56% | 62,81% | 55,23% | |
| | SHLC | 20,43% | 16,81% | 23,94% | 33,07% | |
| | SHMN | 29,03% | 40,28% | 75,17% | 84,75% | |
| | SHMT | 10,03% | 18,01% | 40,00% | 44,41% | |
| | SHPR | 31,80% | 35,71% | 52,82% | 65,36% | |
| | SHSR | 36,76% | 52,08% | 62,90% | 68,18% | |
| | SHYG | 3,56% | 32,07% | 59,15% | 65,43% | |
| Grand Total | | 22,98% | 29,78% | 49,61% | 54,49% | |

| Archetype | Hospital Code | 8 | 9 | 10 | 11 | Tren |
|---|---|---|---|---|---|---|
| Community Generalist | RSUSKD | 27,43% | 28,93% | 23,99% | 35,46% | |
| | RSUSW | 16,72% | 20,56% | 33,16% | 29,67% | |
| | SHAB | 70,71% | 58,33% | 60,36% | 59,42% | |
| | SHBN | 35,82% | 42,05% | 46,87% | 33,48% | |
| | SHBS | 36,46% | 43,81% | 47,48% | 50,74% | |
| | SHCB | 57,83% | 51,12% | 58,73% | 40,22% | |
| | SHJR | 8,21% | 6,10% | 6,40% | 4,09% | |
| | SHKP | 36,54% | 43,41% | 55,72% | 52,92% | |
| | SHLB | 66,79% | 65,52% | 64,27% | 67,38% | |
| | SHLL | 5,67% | 4,19% | 6,52% | 5,80% | |
| | SHPD | 28,87% | 18,62% | 18,65% | 14,52% | |
| | SHPW | 47,66% | 44,90% | 48,17% | 47,42% | |
| | SHST | 46,55% | 33,70% | 44,43% | 51,58% | |
| Grand Total | | 37,33% | 35,48% | 39,60% | 37,90% | |

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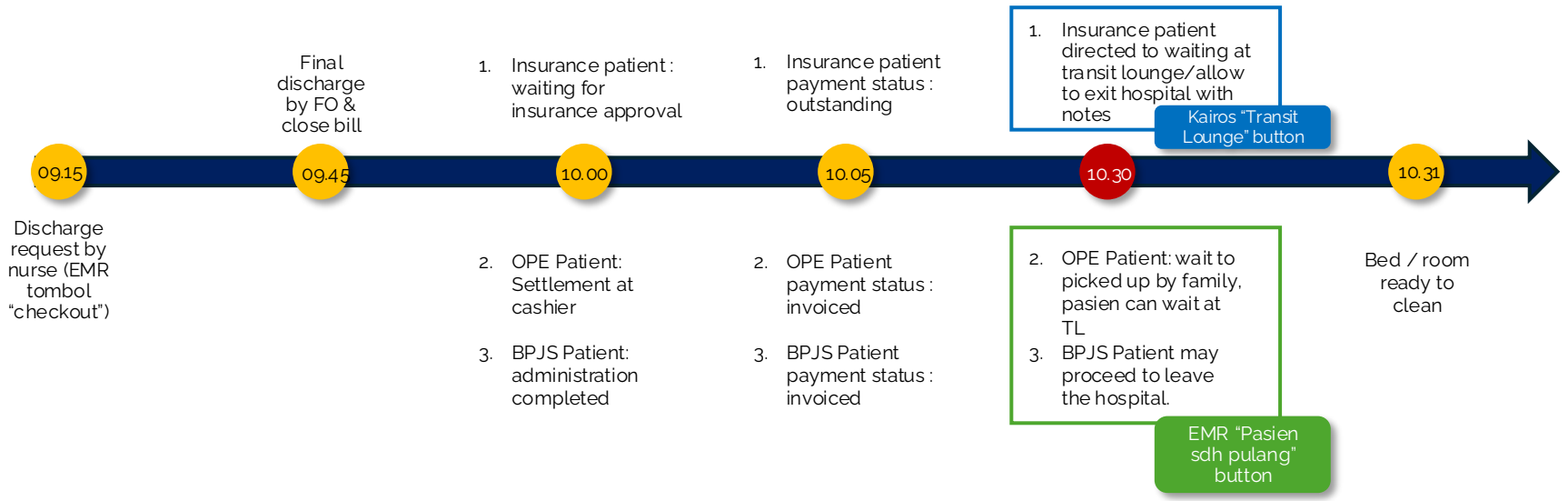
# Patient Discharge <10.30 current condition –

## Dual-System Recording of Patient Checkout Room Time Stamp




1. Nurses face difficulties processing across two systems
2. Reporting logic must read timestamps from both systems

Definiton of the room checkout time used for calculating discharge 10:30 performance is based on :

1. The transit lounge timestamp
2. "Pasien sdh pulang" timestamp in the EMR.

If neither timestamp is available (due to error or non-compliance), the system will default to the first invoice timestamp

We propose enhancing the functionality of the room checkout button at EMR IPD Nurse, which previously served only to indicate that a patient had left the room once the admission status was invoiced.

The improved function will allow the button to be used not only for invoiced cases, but also for patients who are waiting for insurance approval and have already left the room.

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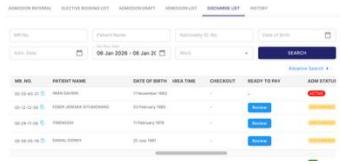
# Definition of item by report vs by system

| Activity Name at Reporting | Action di system | Definisi |
|---|---|---|
| Discharge Plan | Nurse klik **rencana kepulangan** di EMR | Pasien didaftarkan untuk rencana kepulangan esok hari |
| Discharge request | Nurse klik tombol **checkout** di EMR | Start proses discharge di hari H |
| Ready to pay | FO klik **boleh billing** di EMR Discharge (Siloam BO) atau klik **review** pada kolom ready to pay di Kairos menu discharge list | Menginfokan bahwa pasien private siap untuk diarahkan melakukan pembayaran ke kasir |
| Checkout room | Nurse klik tombol **transit lounge** di Kairos atau klik **pasien sdh pulang** di EMR Nurse | Menandakan bahwa pasien sudah keluar dari kamar secara real time, sehingga status kamar berubah jd ready to clean |

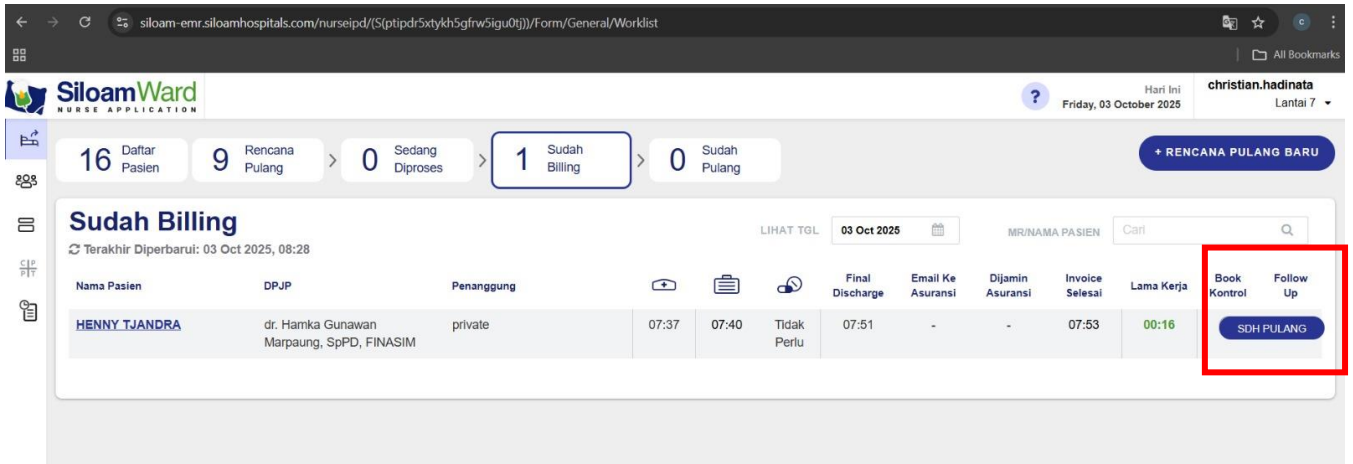


| Indicator Title | Definisi Operasional | Numerator | Denominator | Eksklusi |
|---|---|---|---|---|
| Patient Discharge < 10.30 AM | Total patient discharge before 10.30AM /Total patient discharge based on patient checkout room | Jumlah pasien pulang berdasarkan pasien check out room sebelum jam 10.30 pagi. | Total Jumlah pasien pulang berdasarkan pasien check out room pada periode bulan yang diukur. | Pasien meninggal<br>Pasien pulang APS & dirujuk |

# Patient Discharge <10.30 current condition –

## Dual-System Recording of Patient Checkout Room Time Stamp

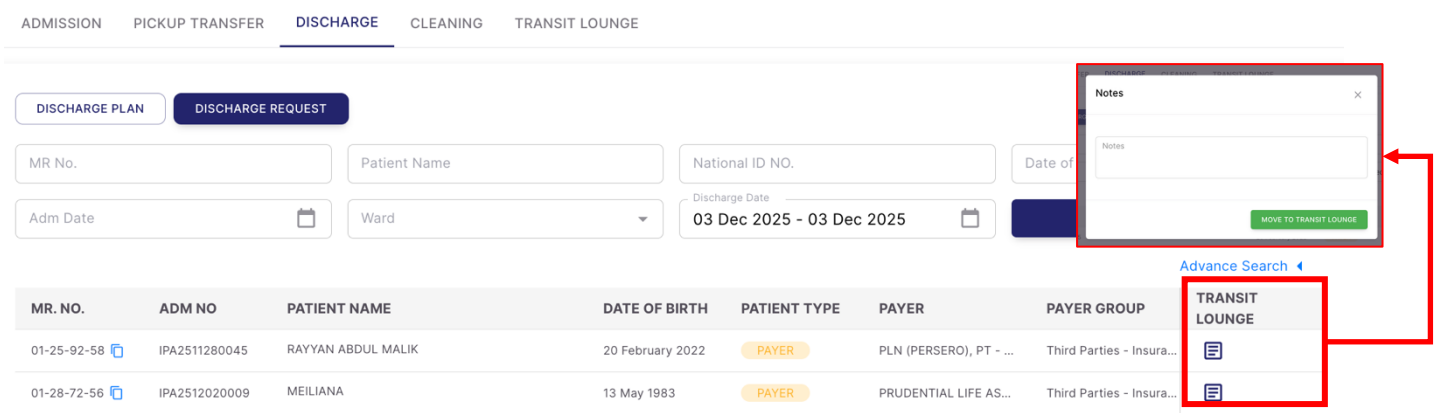
1




The “Pasien sdh pulang” button in the IPD Nurse EMR can only be used once the patient's status has been updated to ‘Invoiced

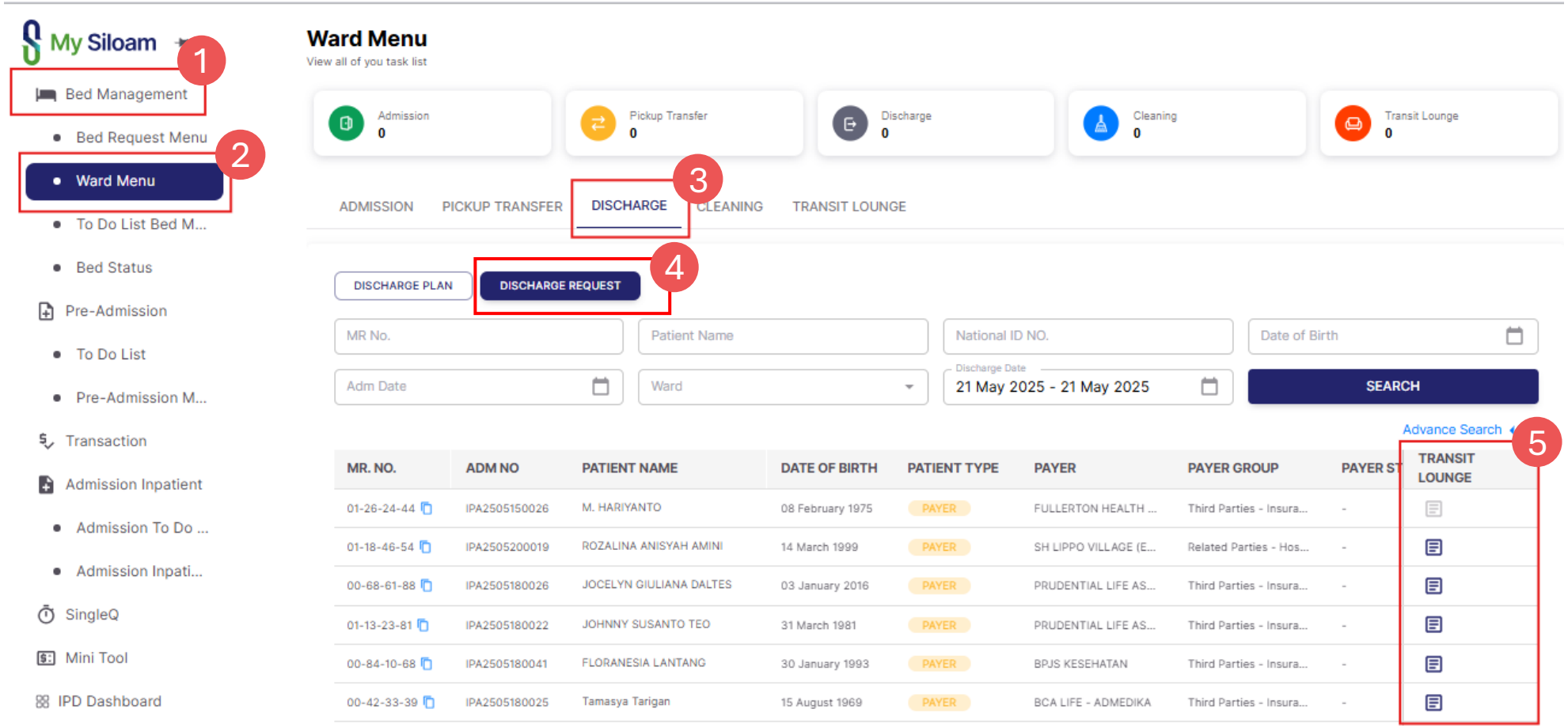
2

## Kairos IPD



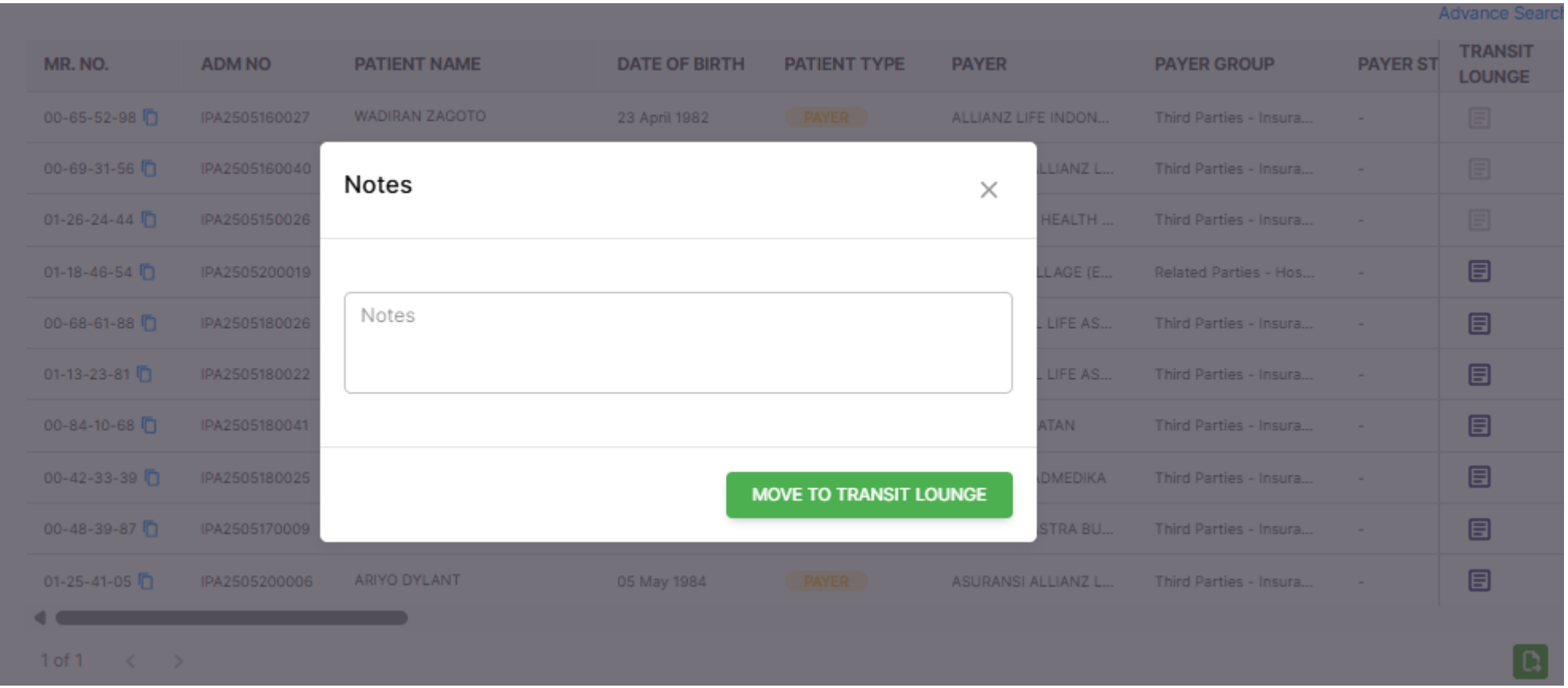

To capture cases where patients leave the room before the invoice status is updated, a dedicated button has been added in the IPD Kairos system to timestamp the patient's movement to the transit lounge, indicating that the patient has left the room even if they are still waiting for insurance approval or to be picked up by their family.

# Guideline Transit Lounge Features



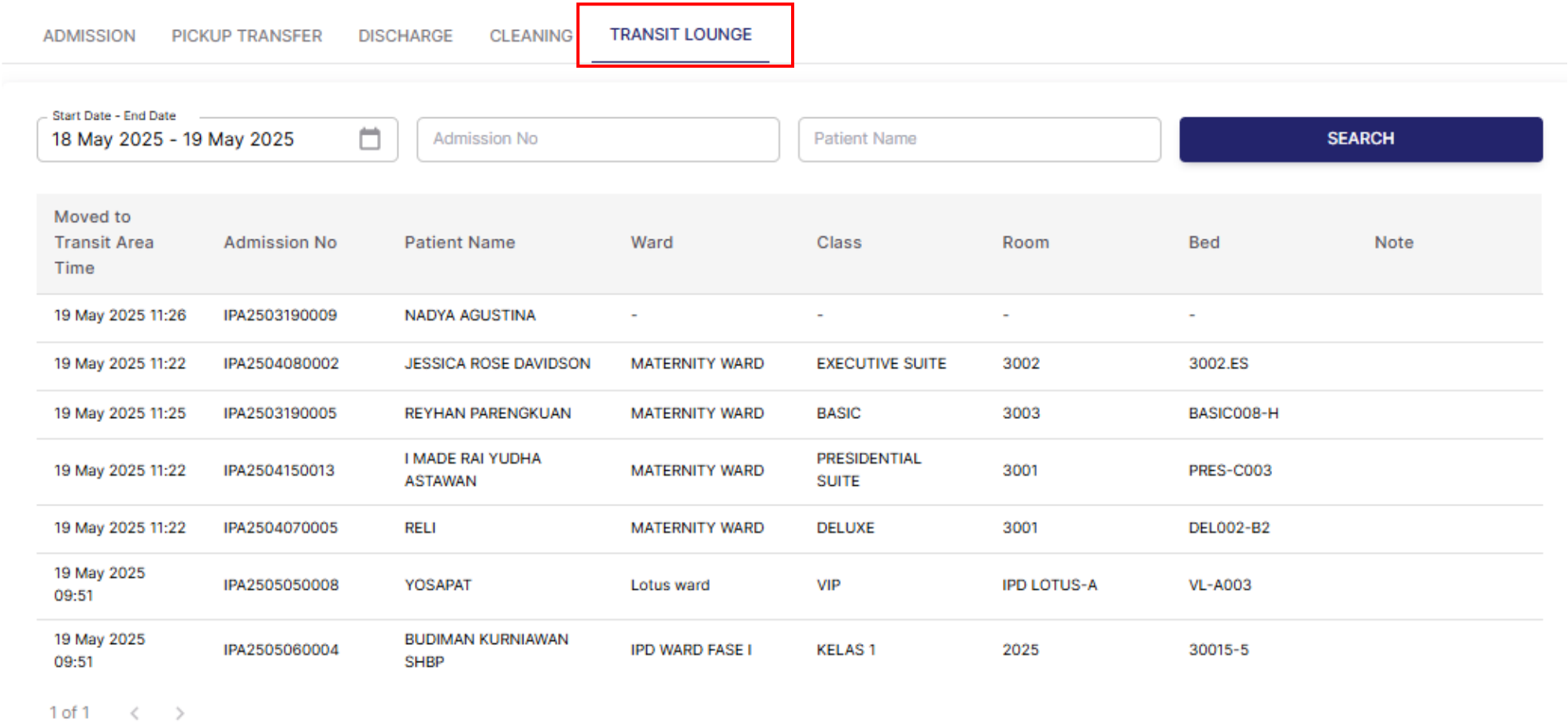

1. Klik **Bed Management** menu
2. Pilih **Ward Menu**
3. Masuk pada tab **Discharge**
4. Pilih **Discharge Request**
5. Klik icon “**Transit Lounge**” pada pasien yang akan keluar kamar

# Guideline Transit Lounge Features




6. Akan muncul pop up notes yang dapat ditulis informasi tambahan jika dibutuhkan

# Guideline Transit Lounge Features

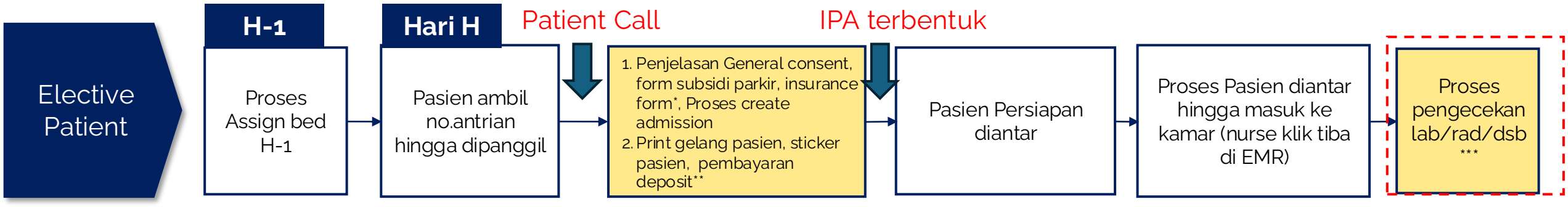



7. List pasien akan muncul pada tab **Transit Lounge** dan akan tercatat jam berapa pasien keluar kamar pada sistem

# Notes

1. Icon “**Transit Lounge**” baru akan aktif ketika pasien sudah dilakukan Final Discharge
2. Ketika icon “**Transit Lounge**” diklik, maka status bed akan otomatis berubah menjadi “**request to cleaning**”
3. Proses discharge dan cleaning akan tetap berjalan seperti biasa (data tidak hilang pada tab “**Discharge**”)
4. Untuk kasus **pasien batal pulang** dan akan **menempati kamar sebelumnya**, maka perlu dipastikan kondisi bed harus vacant/ belum ditempati oleh pasien lain.
5. Untuk kasus **pasien batal pulang** dan akan **menempati kamar lain**, maka pasien perlu kembali ke bed awal terlebih dahulu, baru dilakukan proses transfer bed seperti biasa.
6. List pasien pada transit lounge akan hilang jika sudah di checkout oleh nurse melalui aplikasi EMR Nurse.

# New Indicator of IPD Bundle (TAT Elective Admission)




*hanya berlaku untuk pasien insurance
** hanya berlaku untuk pasien private atau ada excess dari payer
***Part of plan of care

**Proposed New indicator (TAT Elective Admission)**

Premium : 40 min

Value Seeker : 50 min

Community Generalist :60 min

## Definisi Operasional :

Rata-rata waktu dari antrian pasien dipanggil untuk registrasi sampai pasien masuk kamar (Nurse klik pasien tiba via EMR)

# Strategic Plan for 2026

| No | Activity | Detail | Target Time | PIC |
|---|---|---|---|---|
| 1 | Socialization to each archetype& HU's relate to PD <10.30 & TAT admission (DON, IPM, HN, Nurse ward) | | | |
| 2 | Weekly/Biweekly/Monthly evaluation (adoption rate & achievement) | | | |
| 3 | | | | |

# THANK YOU

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