



# Socialization of New IPD Bundle Indicator

## Objective

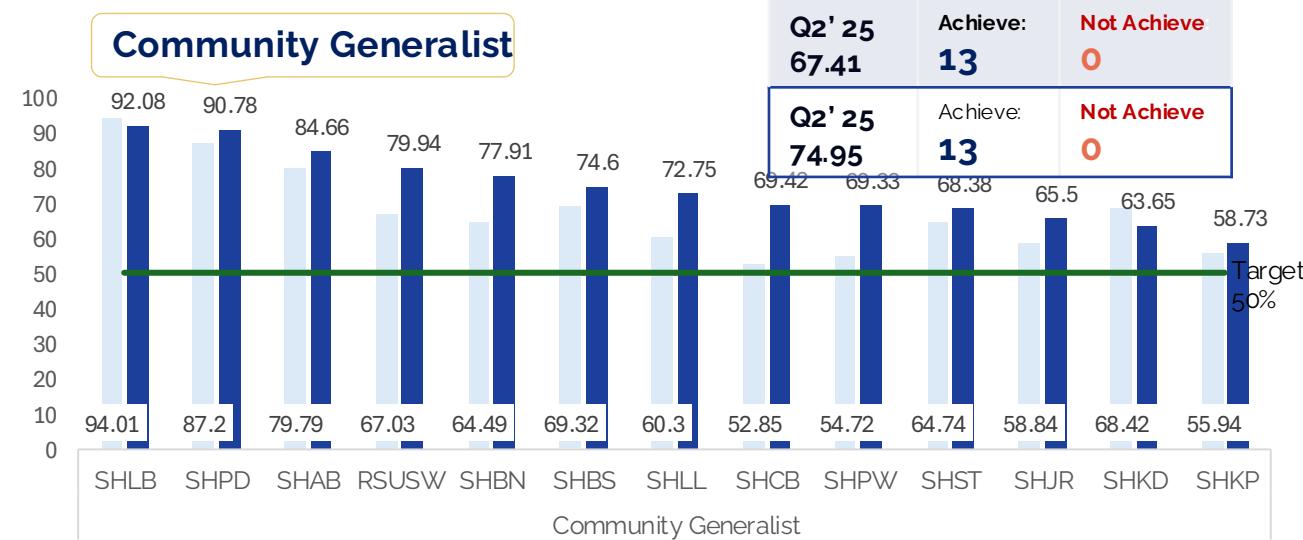
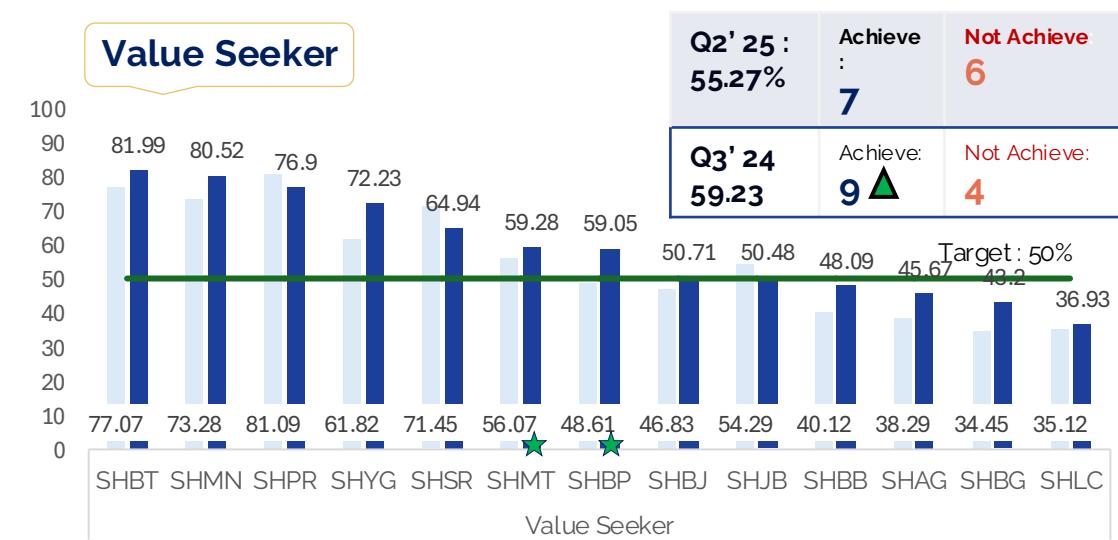
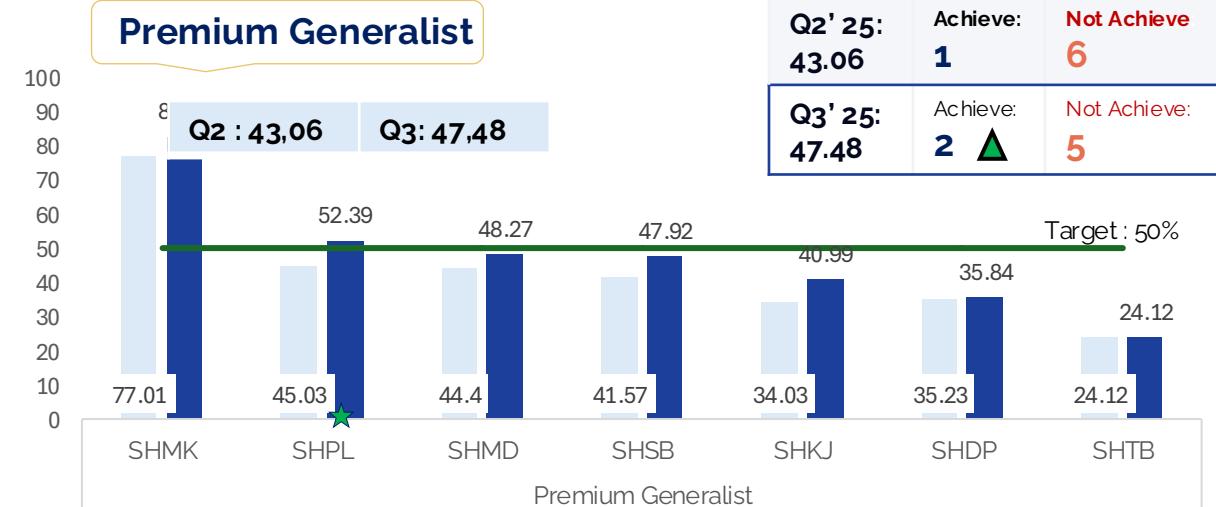
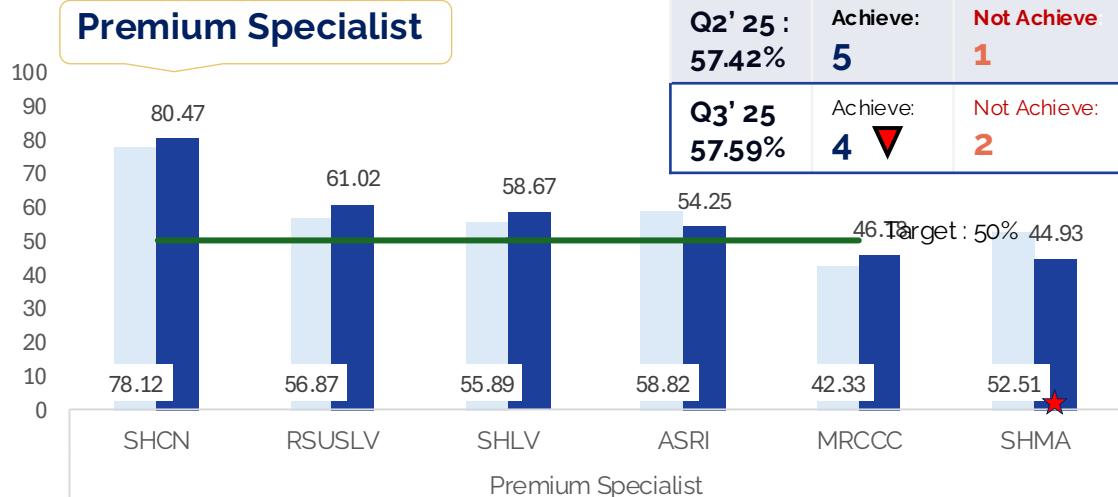
- To socialize the updated definition of the *Patient Discharge <10:30* indicator in the 2026 SQI framework.
- To present the 2025 performance and achievements.
- To outline the strategy for improving the adoption rate of system-based documentation.

# SQI 2026 - IPD

Focus: Patient discharge	<b>SQI 2025</b>	Patient Discharge < 10.30 Am (based on invoice date) Target : 70%		<b>SQI 2026</b>	Based on Patient Checkout room (Keluar kamar)
		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			
		<b>TAT of Admission (for Elective Patient)</b> start from FO call patient Queuing no until patient arrived at ward Premium : 40 min VS : 50 min CG : 60 min			<b>TAT Admission for Elective Patient</b>

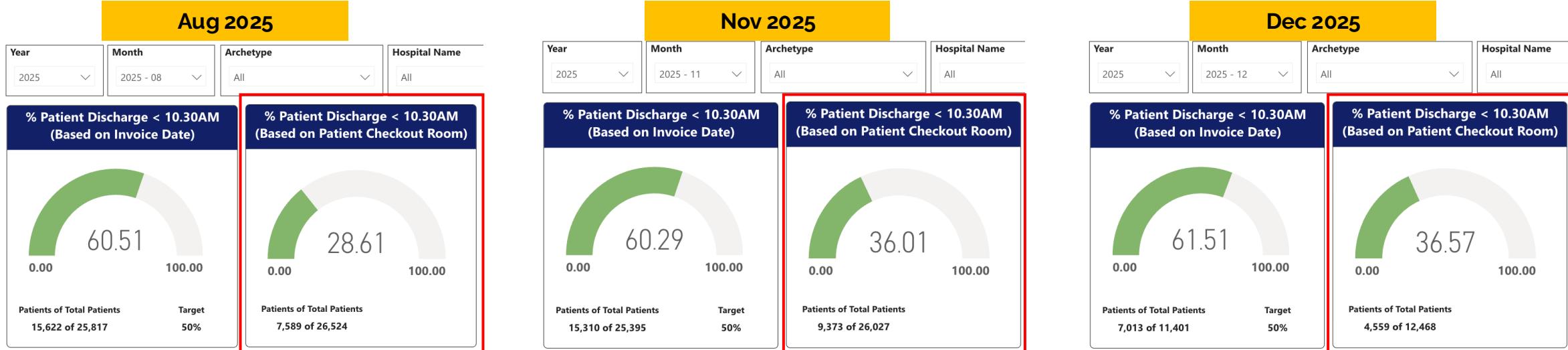
**Patient Discharge<10.30 AM – SIH Q3 2025 - Target : 50% based on  
Checkout Room by Pre-settlement manual**  
SIH Achievement Q2-Q3 (23->26)

Ach Q2 2025  
Ach Q3 2025  
Target 2025



# 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



## Breakdown Tren per archetype

Archetype	Hospital Code	8	9	10	11	Tren
④ 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%	
<b>Grand Total</b>		<b>29,26%</b>	<b>30,18%</b>	<b>27,99%</b>	<b>28,97%</b>	

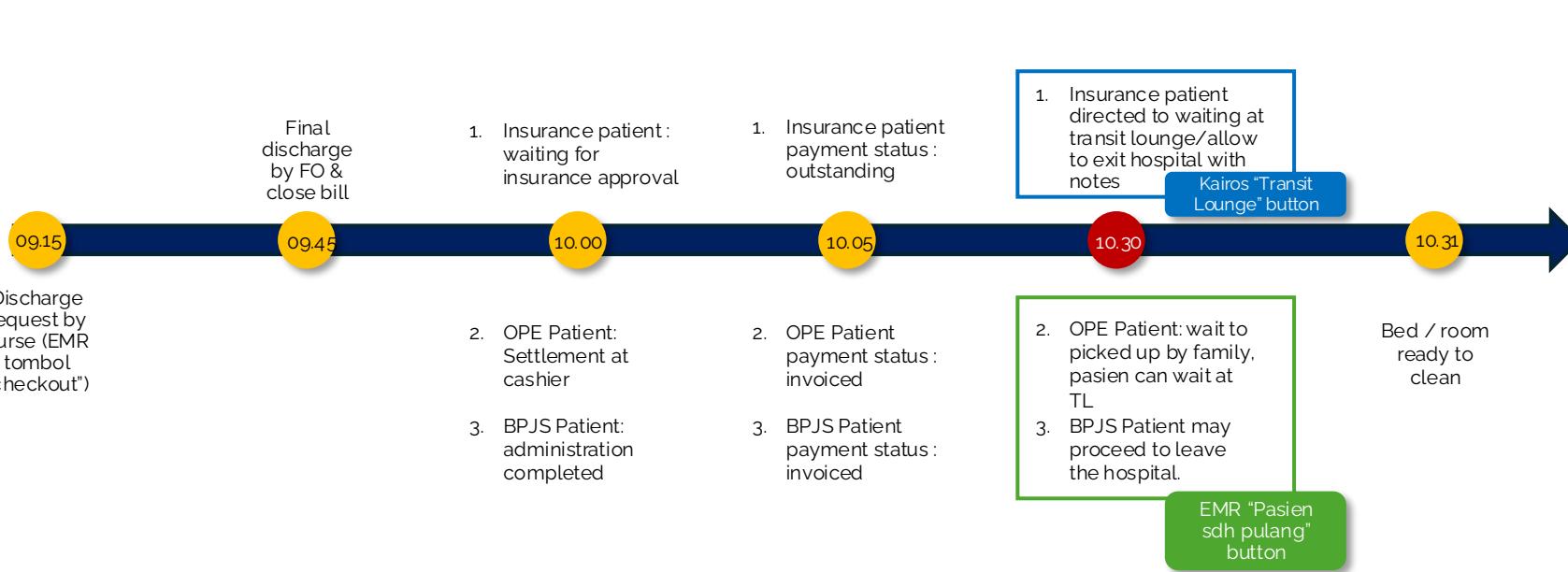
Archetype	Hospital Code	8	9	10	11	Tren
④ Value Seeker	SHAG	20,48%	21,29%	35,52%	58,66%	
	SHBB	47,49%	23,85%	33,64%	42,03%	
	SHBG	16,28%	16,20%	36,31%	26,32%	
	SHBJ	22,22%	14,39%	41,25%	43,51%	
	SHBP	12,14%	15,93%	33,88%	36,22%	
	SHBT	42,08%	73,90%	87,52%	85,23%	
	SHJB	6,42%	26,56%	62,81%	55,23%	
	SHLC	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%	
<b>Grand Total</b>		<b>22,98%</b>	<b>29,78%</b>	<b>49,61%</b>	<b>54,49%</b>	

Archetype	Hospital Code	8	9	10	11	Tren
④ 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%	
<b>Grand Total</b>		<b>14,65%</b>	<b>13,19%</b>	<b>12,94%</b>	<b>12,93%</b>	

Archetype	Hospital Code	8	9	10	11	Tren
④ 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%	
<b>Grand Total</b>		<b>37,33%</b>	<b>35,48%</b>	<b>39,60%</b>	<b>37,90%</b>	

# 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

Definition 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.

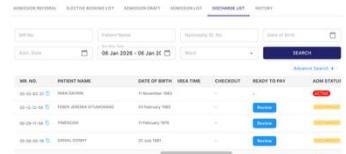
If neither timestamp is available (due to error or non-compliance), the system will default to the first invoice timestamp

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.

# Definition of item by report vs by system

Activity Name at Reporting	Action di system	Definisi
Discharge Plan	Nurse klik <b>rencana kepulangan</b> di EMR	Pasien didaftarkan untuk rencana kepulangan esok hari
Discharge request	Nurse klik tombol <b>checkout</b> di EMR	Start proses discharge di hari H
Ready to pay	FO klik <b>boleh billing</b> di EMR Discharge (Siloam BO) atau klik <b>review</b> 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 <b>transit lounge</b> di Kairos atau klik <b>pasien sdh pulang</b> 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 <b>10.30 pagi</b> .	Total Jumlah pasien pulang berdasarkan pasien check out room pada periode bulan yang diukur.	Pasien meninggal Pasien pulang APS & dirujuk

# Patient Discharge <10.30 current condition –

Dual-System Recording of Patient Checkout Room Time Stamp

1

The screenshot shows the SiloamWard Nurse Application interface. At the top, there are navigation icons and a header bar with the date (Friday, 03 October 2025) and user (christian.hadinata). Below the header, a progress bar indicates patient status: 16 Daftar Pasien, 9 Rencana Pulang, 0 Sedang Diproses, 1 Sudah Billing, and 0 Sudah Pulang. A blue button labeled '+RENCANA PULANG BARU' is visible. The main area displays a patient record for HENNY TJANDRA, with details like DPJP (dr. Hamka Gunawan Marpaung, SpPD, FINASIM), Penanggung (private), and various timestamps. To the right of the patient details are two buttons: 'Book Kontrol' and 'Follow Up', with a red box highlighting the 'SDH PULANG' button below them.

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

The screenshot shows the Kairos IPD system interface. The top navigation bar includes links for ADMISSION, PICKUP TRANSFER, DISCHARGE (which is currently selected), CLEANING, and TRANSIT LOUNGE. Below the navigation, there are fields for MR No., Patient Name, National ID NO., Date of Birth, Adm Date, Ward, and Discharge Date (set to 03 Dec 2025 - 03 Dec 2025). A 'DISCHARGE PLAN' tab is active, and a 'DISCHARGE REQUEST' button is visible. A modal window titled 'Notes' is open, containing a text input field and a green 'MOVE TO TRANSIT LOUNGE' button. In the bottom right corner, there is a 'TRANSIT LOUNGE' section with a dropdown menu and a red box highlighting it. A red bracket on the right side of the screen points from the 'TRANSIT LOUNGE' section to the 'MOVE TO TRANSIT LOUNGE' button.

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

The screenshot shows the My Siloam software interface. On the left, there is a sidebar with various menu items. The 'Bed Management' section is highlighted with a red box and numbered 1. Under 'Ward Management', the 'Ward Menu' item is highlighted with a red box and numbered 2. The 'Discharge' section is highlighted with a red box and numbered 3. The 'DISCHARGE REQUEST' button is highlighted with a red box and numbered 4. A red box highlights the 'TRANSIT LOUNGE' column header in the patient list, and a red circle with the number 5 points to it. The patient list table has columns: MR. NO., ADM NO., PATIENT NAME, DATE OF BIRTH, PATIENT TYPE, PAYER, PAYER GROUP, PAYER ST, and TRANSIT LOUNGE.

MR. NO.	ADM NO	PATIENT NAME	DATE OF BIRTH	PATIENT TYPE	PAYER	PAYER GROUP	PAYER ST	TRANSIT LOUNGE
01-26-24-44	IPA2505150026	M. HARIYANTO	08 February 1975	PAYER	FULLERTON HEALTH ...	Third Parties - Insura...	-	
01-18-46-54	IPA2505200019	ROZALINA ANISYAH AMINI	14 March 1999	PAYER	SH LIPPO VILLAGE (E...	Related Parties - Hos...	-	
00-68-61-88	IPA2505180026	JOCELYN GIULIANA DALTES	03 January 2016	PAYER	PRUDENTIAL LIFE AS...	Third Parties - Insura...	-	
01-13-23-81	IPA2505180022	JOHNNY SUSANTO TEO	31 March 1981	PAYER	PRUDENTIAL LIFE AS...	Third Parties - Insura...	-	
00-84-10-88	IPA2505180041	FLORANESIA LANTANG	30 January 1993	PAYER	BPJS KESEHATAN	Third Parties - Insura...	-	
00-42-33-39	IPA2505180025	Tamasya Tarigan	15 August 1969	PAYER	BCA LIFE - ADMEDIKA	Third Parties - Insura...	-	

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

The screenshot shows a list of patients in a table. A modal window titled 'Notes' is overlaid on the table. The modal contains a text area labeled 'Notes' and a green button labeled 'MOVE TO TRANSIT LOUNGE'. The table columns include MR. NO., ADM NO., PATIENT NAME, DATE OF BIRTH, PATIENT TYPE, PAYER, PAYER GROUP, PAYER ST, and TRANSIT LOUNGE.

MR. NO.	ADM NO	PATIENT NAME	DATE OF BIRTH	PATIENT TYPE	PAYER	PAYER GROUP	PAYER ST	TRANSIT LOUNGE
00-65-52-98	IPA2505160027	WADIRAN ZAGOTO	23 April 1982	PAYER	ALLIANZ LIFE INDON...	Third Parties - Insura...	-	
00-69-31-56	IPA2505160040				LLIANZ L...	Third Parties - Insura...	-	
01-26-24-44	IPA2505150026				HEALTH ...	Third Parties - Insura...	-	
01-18-46-54	IPA2505200019				LLAGE (E...	Related Parties - Hos...	-	
00-68-61-88	IPA2505180026				LIFE AS...	Third Parties - Insura...	-	
01-13-23-81	IPA2505180022				LIFE AS...	Third Parties - Insura...	-	
00-84-10-68	IPA2505180041				ATAN	Third Parties - Insura...	-	
00-42-33-39	IPA2505180025				DMEDIKA	Third Parties - Insura...	-	
00-48-39-87	IPA2505170009				STRA BU...	Third Parties - Insura...	-	
01-25-41-05	IPA2505200006	ARIYO DYLANT	05 May 1984	PAYER	ASURANSI ALLIANZ L...	Third Parties - Insura...	-	

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

# Guideline Transit Lounge Features

ADMISSION    PICKUP TRANSFER    DISCHARGE    CLEANING    **TRANSIT LOUNGE**

Start Date - End Date    18 May 2025 - 19 May 2025        Admission No    Patient Name    SEARCH

Moved to Transit Area Time	Admission No	Patient Name	Ward	Class	Room	Bed	Note
19 May 2025 11:26	IPA2503190009	NADYA AGUSTINA	-	-	-	-	
19 May 2025 11:22	IPA2504080002	JESSICA ROSE DAVIDSON	MATERNITY WARD	EXECUTIVE SUITE	3002	3002.ES	
19 May 2025 11:25	IPA2503190005	REYHAN PARENKUAN	MATERNITY WARD	BASIC	3003	BASIC008-H	
19 May 2025 11:22	IPA2504150013	I MADE RAI YUDHA ASTAWAN	MATERNITY WARD	PRESIDENTIAL SUITE	3001	PRES-C003	
19 May 2025 11:22	IPA2504070005	RELI	MATERNITY WARD	DELUXE	3001	DEL002-B2	
19 May 2025 09:51	IPA2505050008	YOSAPAT	Lotus ward	VIP	IPD LOTUS-A	VL-A003	
19 May 2025 09:51	IPA2505060004	BUDIMAN KURNIAWAN SHBP	IPD WARD FASE I	KELAS 1	2025	30015-5	

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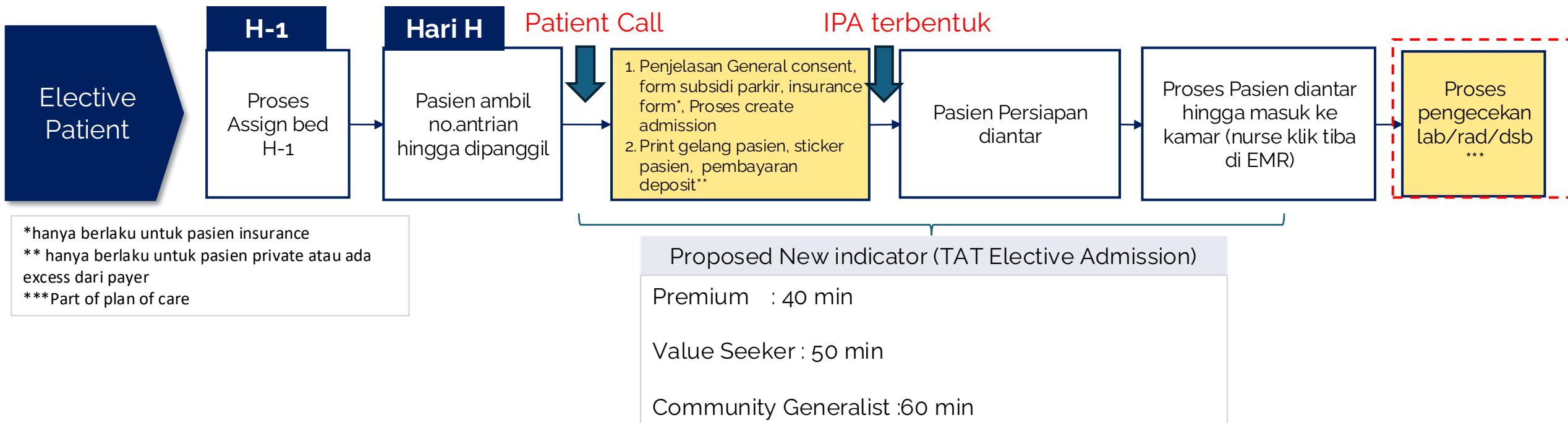
7. List pasien akan muncul pada tab **Transit Lounge** dan akan tercatat jam berapa pasien keluar kamar pada sistem

# 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)



## 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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