

Improving Basic English Skills in Health Workers, Especially in the Medical Records Section at the Kuranji Health Center, Padang City

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ABSTRACT

Socialization on training in improving basic English skills among community health center staff, especially in the RM section in the admissions section, was carried out at Kuranji Padang Community Health Center, which aims to improve pronunciation skills and mastery of basic English using drilling, listening, role play and game methods. English language training using this method is used so that community health center officers can train basic English skills in medical records science in particular. This training uses a persuasive method which is a method applied in the process of improving skills. Before carrying out English language training using this method, field observations were carried out, namely by observing and asking questions to several community health center staff.

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INTRODUCTION

By mastering a good foreign language, especially English, we can compete in the world of work at the local and international level. Good command of English is very important for all health workers, especially in the admissions section of a health service center. In the world of work, especially in the medical field, communication in English is used when having conversations with foreign patients who are undergoing treatment with health workers. In facing competition in the world of work, especially tourism, good command of English is needed to provide good service when communicating with foreign tourist guests. Language is a connecting language used by people from different countries to meet each other. English has a very important role in communicating with foreign guests. Good command of English for health workers can certainly help in finding sources of knowledge about health sciences and medical records from international journals.

Good command of English in the world of work will also be an added value for health workers in hospitals. This is because most medical equipment and medicines come from abroad in English. Good command of English for medical records and health workers in general also makes it easier for them to search for disease codes that require mastery of English in the world of work. There is a large demand for health workers in Indonesia because our country is the friendliest country in the world. There are several obstacles faced by health workers in Indonesia who often encounter problems when providing care to foreigners.

As can be seen, it is quite difficult for health workers to communicate with foreign tourists. As can be seen, before the pandemic, there were foreign tourists coming to work. While they are here there are also foreign tourists or tourists who are experiencing health problems, or are just going to have an examination. English plays an important role in the competitive world of work in the health sector if we want to work in middle or upper class hospitals. English training using the role play method is given to nursing students with the aim of improving communication skills with patients who come from abroad. In English language training using role play and game methods to enrich vocabulary, it is hoped that this will become basic capital for health workers, especially in the medical records section.

IMPLEMENTATION METHOD

Time and Place of Activities

This Community Service (PKM) was carried out on Tuesday and Wednesday 17-18 May 2024 at the Kuranji Community Health Center, Padang City

Work procedures

In implementing the activity, the steps taken are as follows:

- Hold coordination meetings with community service members within the specified time.
- Choose a theme related to the form of activity that will be held.
- Conduct a location survey by visiting the place or location of the activity directly. This activity ended by establishing collaboration in the form of setting a schedule for PKM activities.
- Keep a good record of all activity participants and the facilities used during the activity.
- Realize all the agendas above in writing in the PKM activity proposal text. Then submit it to LPPM APIKES IRIS in accordance with the specified directions and procedures.

Implementation Method

In this community service activity, the method used is to provide socialization on the importance of mastering basic English for Medical Records officers at the Kuranji Padang Community Health Center.

Implementation of activities can be described as follows:

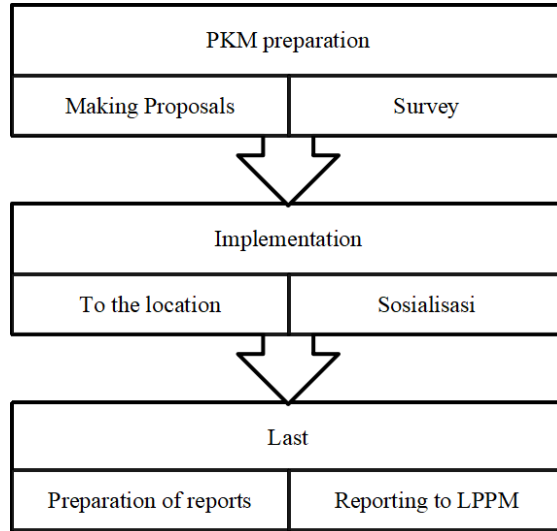


FIGURE 1. Activity Implementation Process Diagram

CONCLUSION

This Community Service (PKM) was carried out on Friday and Saturday 17 and 18 May 2024 at the Kuranji Community Health Center, Padang City. The PKM grant team consists of 3 people, consisting of two lecturers and one student. There were 40 participants who attended, consisting of the Head of the Community Health Center, Head of Medical Records and other health workers such as nurses who were on duty at that time at the Kuranji Padang Community Health Center.

At the beginning of the event, the event was opened by the MC, who acted as MC, who was a PKM member, namely the students, then the PKM team introduced themselves and presented their respective materials, then after that they gave a little explanation about the community service carried out by the PKM Apikes Iris grant team, then the PKM TEAM delivered material to explain the importance of mastering Basic English Skills to health workers and especially in Medical.



FIGURE 1. The speaker delivers the material

Overall, the activity ran smoothly, all participants attended the activity from start to finish. The participants who attended were very enthusiastic and active during the delivery of material and practice.



FIGURES 2. Presenters Handing over memorable gifts to participants

In this activity, the officers in the admissions section of the Parak Kuranji Padang Community Health Center were very enthusiastic about listening to and receiving the material presented by the Head of Service.

During the delivery of the material, PKM participants responded well to the material provided by the head of service, although when asked about some of the pronunciations for the English alphabet, there were still those who didn't know or were unsure about the pronunciation. When giving listening assignments for numbering, in general RM officers are able to write down the number they are listening to on the audio played by the service leader.

RM officers at the Kuranji Community Health Center generally have fairly basic skills in English, although there are still some who need further explanation.



Day 1

Day 2

FIGURE 4. Group photo shortly after the PKM event ended

Based on the evaluation of the activities carried out, the admissions officers at the Kuranji Community Health Center received some new information related to information about basic English. The presenters stated that there were 4 things that must be understood, namely, Listening Skills, Pronunciation Skills, Writing and Speaking Skills.

On the second day of PKM, the PKM participants at the Kuranji Community Health Center were very enthusiastic about listening to the practical material. There was also practical material given in the form of listening, which the head of the service took from an English Podcast which contained information about the differences between village life and city life, in this practice blank information is given to be filled in later when listening to the podcast in full. This activity is very popular with PKM participants. The service leader continued by explaining all the missing information and discussing some difficult vocabulary.

At the end of this practical activity, all PKM participants re-read the reading in the podcast, the service leader appoints 2 people to do the reading in the form of a role play. In this activity the participant who does the best role play gets a prize from the Service Chair.

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