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Analysis of The Completeness of The Medical Resume of Maternity Patients at Nashrul Ummah Lamongan Islamic Hospital

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ABSTRACT

Introduction: A medical resume is a summary of the medical services provided by a health professional, especially a doctor, during treatment until the patient is discharged, either alive or dead. The purpose of this study is to determine the percentage and factors that cause the completeness of the medical resume of maternity patients at RSI Nashrul Ummah Lamongan.

Methods: The design in this study is a combination of sequential explanatory research that combines quantitative and qualitative research methods sequentially. The number of samples is 72 medical resumes for the End of the Year 2022.

Results: Almost all (97%) complete patient identification fills out and a small part (4%) of 3 incomplete medical resumes. The completeness of filling out important reporting is all (100%) fully filled and a small part (8%) of 6 medical resumes are incomplete. The completeness of filling out the authentication is almost entirely (99%) complete and a small part (3%) of 2 medical resumes are not filled out completely. The completeness of documentation based on the recording is clearly read on the medical resume sheet which is complete (100%) complete as many as 73 medical resume sheets and a small part (1%) is incomplete.

Conclusion: The factor causing the delay in filling out a medical resume is time constraints caused by busyness and other work demands from the doctor in charge. The socialization of filling out the medical resume as well as Monitoring and Evaluation should be carried out to the maximum.

Keywords: Health worker, Knowledge, Occupational Health and Safety (K3)

INTRODUCTION

According to the Minister of Health Regulation No. 44 of 2009, hospitals are health service providers that provide individual health services in a complete manner that provide inpatient, outpatient, and emergency services. In article 29 paragraph 1, each hospital has the obligation to maintain medical records. Efforts to improve health services in hospitals, starting with the orderly administration of medical records, where data on medical history is very important in supporting the process of treatment, treatment and examination.

Good medical record services are one of the medical support services in hospitals that are the basis for assessing the quality of hospital medical services (Nuraini, 2015). Medical record files are the main source of data for health services. These data sources can be evaluated and analyzed for the purpose of planning and improving the quality of health information Hatta, (2013) (Sawondari, Alfiansyah and Muflihatin, 2021). One of the analyses that can be done on inpatient medical records is through quantitative analysis.

Many inpatient medical records are still incomplete, especially on the patient's identity (medical record number, name, date of birth/age, room, entry/exit date), DPJP authentication, and diagnosis documentation. Research by Giyatno and Rizkika (2020) at Dr. R.M. Djoelham Binjai Hospital also found similar incompleteness. Of the 10 documents of femur fracture patients that were retrospectively analyzed, 9 documents (90%) were incomplete on patient identification, 8 documents (80%) were incomplete on medical resumes and informed consent, and 10 documents (100%) were incomplete on nurse authentication and documentation. In the study conducted by (Agusti, Agustyarum and Wahyu, 2022) with the title Analysis of the Completeness of Filling in Inpatient Medical Record Documents at dr Oen Solo Baru Hospital in 2021. The completeness of medical record file data in 2021 is not 100% complete.

This does not meet the Minimum Hospital Service Standards. Based on the results of a preliminary survey conducted on January 11, 2022 on 10 inpatient medical record documents, there are 4 complete documents and 6 incomplete documents, with a percentage of 60% completeness and 40% completeness.

In the initial survey conducted by researchers on December 23, 2022 at RSI Nashrul Ummah Lamongan on the Medical Resume form for Maternity Cases, there were still several Medical Resume forms in maternity cases that had not been filled out completely. Meanwhile, the minimum service standard for hospitals according to the Minister of Health Regulation 129/2008 is that the percentage of completeness of filling out Medical Record documents must be 100%. Based on an initial survey with data collection, 10 Medical Resume Forms for Maternity Patients were found to be 100% filled in the patient's identification, namely patient identity, medical record number and gender. In the review, the completeness of important reporting, which is 60% incomplete, is not filled in the Health Condition Item and the items of important findings & other important findings. In the review, the completeness of authentication is 100% complete. In the review, the completeness of the documentation is 100% complete.

METHOD

The research design used in this study is an *explanatory sequential* design. The population in this study is all medical record files of inpatient maternity cases for the period October to December 2022 at RSI NU Lamongan which totals 263 medical record files. This study uses a sampling probability sampling technique, namely random sampling using the slovin formula.

RESULTS

Table 1 It can be known that the gender of the respondents is 3 women and 2 men

consisting of 3 women, namely KIA officers with the Head of the KIA Section and the Head of the Medical Records Section and 2 male officers as assembling officers on duty.

Table 1 Characteristics of Respondents

Code Responders	Gender
Responden P1 (Kasie KIA)	Women
Respondent P2 (KIA Nurse)	Women
Respondent R1 (Medical Record Case)	Women
Respondent R2 (Assembling Officer)	Male
Respondent R3 (Assembly Officer)	Male

Table 2 Completeness Analysis Results

Review Type	Percentage of Completeness Items				Total
	Patient Identification				
	L	%	TL	%	
Name	70	96	3	4%	73
Date of Birth	70	96	3	4%	73
Medical Record No.	70	96	3	4%	73
Gender	71	97	2	3%	73
Address	71	97	2	3%	73
Important Reporting					
Indications of the patient being treated	73	100	0	0%	73
Incoming diagnosis	73	100	0	0%	73
Physical examination	72	99	1	1%	73
Supporting Examination (Laboratory & Radiology)	67	92	6	8%	73
Final diagnosis & final morbidity	73	100	0	0%	73
Treatment that has been received	73	100	0	0%	73
Follow-up proposal	69	95	4	5%	73
Authentication					
Date	71	97	2	3%	73
Doctor's	72	99	1	1%	73

Name	72	99	1	1%	73
Doctor's Signature	72	99	1	1%	73

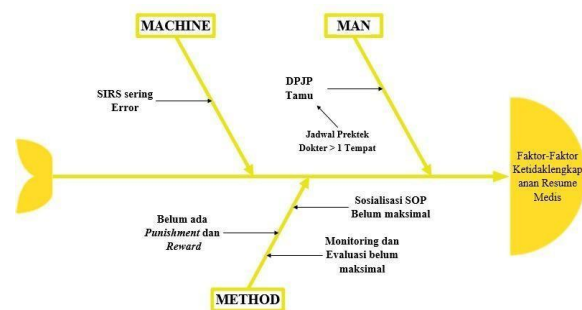
Documentation

Clearly Read	73	100	0	0%	73
Justification of Error	72	99	1	1%	73
Use of Abbreviations	72	99	1	1%	73

The results of the analysis (100%) of medical resume documents still contain 3 (4%) incomplete documents including name, date of birth no. medical record, gender and address.

Factors Causing the Completeness of a Medical Resume

Factor Man



The results of the Respondent's interview are known that the obstacles faced by doctors when filling are time limitations due to busyness and other work demands from the doctor in charge, this was conveyed by Respondents P2 and R1.

Factor Method

The results of the interviews of all respondents said that in the implementation of filling out the medical resume at the Nashrul Ummah Lamongan Islamic Hospital, there has been no *implementation of Punishment and Reward*.

The implementation of Monitoring and Evaluation related to filling out medical resumes at Nashrul Ummah Lamongan Hospital has not been maximized, this was conveyed by Respondent R1.

Socialization related to medical resume at Nashrul Ummah Lamongan Islamic Hospital

has not been carried out optimally, this was conveyed by respondents.

Factor Machine

Based on the results of the interview, supporting tools in filling out a medical resume are available. However, it is constrained by the system which is often error by respondents P1 and R1

DISCUSSION

Completeness of Filling Patient Identification Components

Based on the results of the study, it is known that the highest percentage of completeness of filling in the patient identification component in maternity inpatients is found in the item. Gender and Address of 71 medical resume sheets which are almost entirely (97%) complete. The lowest percentage of completeness is found in the items Name, date and Medical Record Number of 70 medical resumes which are almost entirely (96%) complete. As many as 3 medical resumes, a small part (4%) of which is not filled out.

This is in line with the research (Ramadhan, Wardana and Sugiarsi, 2017) on the percentage of completeness in the item name, medical record number, age, and religion of 59 forms of Medical Record Documents (89.39%). The lowest percentage of completeness is found in the gender item of 58 forms of Medical Record Documents (87.87%).

Completeness of Filling Important Reporting Components

Based on the results of the study, it is known that the highest percentage of completeness in filling in the Important Reporting component in inpatients with maternity cases is found in the items of Indications of Patients Treated, Admission Diagnosis, Final Diagnosis and Final Morbidity, and Treatment that has been received of 73 medical resume sheets which are all (100%) complete. The lowest percentage of

completeness is found in the Supporting Examination item (Laboratory and Radiology) of 67 medical resumes which are almost entirely (92%) complete. A total of 6 medical resume sheets, a small part (8%) of which is incomplete.

In the study (Ramadhan, Wardana and Sugiarsi, 2017) the review of important reports was 56 forms of Medical Record Documents (84.84%) on the diagnosis item. The lowest percentage of completeness in filling out important report reviews was 30 forms of Medical Record Documents (45.45%) on the surgical action item.

Of the 73 inpatient medical resume samples, the highest completeness (100%) was found in the items indicating patients treated, admission diagnosis, final diagnosis, final morbidity, and treatment. This is in accordance with the Ministry of Health No.129/2008 which requires 100% completeness within 24 hours after service. The lowest completeness was found in the supporting examinations (laboratory and radiology) at 92% (6 incomplete documents).

Completeness of Authentication Component Filling

Based on the results of the study, it is known that the highest percentage of completeness of filling in the Authentication component in maternity inpatients is found in the items of Doctor's Name and Doctor's Signature of 72 medical resumes which are almost entirely (99%) complete. The lowest percentage of completeness is found in the Date item of 71 medical resume sheets which are almost entirely (97%) complete. As many as 2 medical resumes, a small part (3%) is incomplete.

Incompleteness in filling out authentication is due to the lack of medical resume sheets in the medical record document. If the completeness is not filled in on the medical resume form sheet where there is no name and the doctor's signature causing the medical record document form to be

discharged, then it is said to be illegal. If there are scribbles on the authentication sheet, the officer is required to replace it through the system then immediately print it and attach it as proof that there has been an update.

Authentication functions to protect health workers from legal problems and is a valid proof of the provision of medical services (Annisya & Subinarto, 2019). Incompleteness of the doctor's date, name, and signature items on the medical resume can degrade the quality and make the document invalid. For patients, authentication is important as a basis for lawsuits in the event of malpractice.

Completeness of Filling Documentation Components

Based on the results of the study, it is known that the highest percentage of completeness of filling in the Documentation component in maternity inpatients is found in the Clearly Legible item of 73 medical resumes which are all (100%) complete. The lowest percentage of completeness is found in the Date item of 72 medical resumes which are almost entirely (99%) complete. As much as 1 medical resume sheet that is only a small part (1%) incomplete.

This is in accordance with Hatta (2010), stating that readable writing is the ability to read information input in the form of alphabets and numbers written in the medical resume form so that medical information is clear and easy to understand. Meanwhile, the record is clear is the completeness of medical record information based on chronological order according to the stage of visit and provision of health services so that medical information is clear and easy to understand.

The documentation of the medical resume of the maternity case at Nashrul Ummah Lamongan Hospital is relatively good because it is in the form of a print out. However, justification of errors and the use of clear abbreviations are still important, so that there is no misreading of the diagnosis that can affect BPJS or insurance claims.

Based on the results of the analysis, if there is a part of the medical resume that is not filled, it must be marked (for example, a line) as a statement that the part is not needed. Correction of errors is only allowed by crossing out once and being paraphrased by the officer as a sign of responsibility.

Factors for Completing a Medical Resume

a. Factor Man

Based on the results of the interview, it was obtained that the doctor's practice schedule was tight because most specialist doctors were visiting doctors, so there was limited time in filling out the medical resume.

This is in line with research (Made *et al.*, 2022) Incompleteness of important report review data items is also caused by busy doctors and high workloads, so the time to fill out medical record files is limited.

b. Factor Method

Based on the results of the interviews conducted, it is known that at the Nashrul Ummah Lamongan Islamic Hospital, some officers have never participated in the socialization of SPO resume. At the Nashrul Ummah Lamongan Islamic Hospital, there has been no *punishment* and *reward* related to the completeness of filling out the medical resume sheet, only in the form of warnings and reminders and monitoring and evaluation have not been carried out optimally. The results of the study (Swari *et al.*, 2019) explained that the cause of incompleteness of medical record documents is the absence of sanctions for those who do not fill out inpatient medical record documents completely.

The purpose of sanctions is to avoid the same mistakes. Sanctions can be in the form of giving a warning letter or a direct reprimand for officers who do not fill out a complete medical resume, it is necessary to give awards in the form of salary increases and giving praise for those who complete a complete medical resume.

c. Factor Machine

Based on interviews with respondents at the Nashrul Ummah Lamongan Islamic Hospital, there are already supporting tools for filling out medical resumes such as computers, tables, chairs, but in the system there are often errors, which hinders and repeats the process of filling out medical resumes.

In line with the research (Rini et al., 2019) stated that the cause of incompleteness is the lack of socialization of SOPs related to the completeness of medical record documents.

Computer and information technology is used to support documentation or health records electronically, this is used to improve the quality of service, security, and is used for the long term, because medical resumes will not be destroyed (Sari, 2018).

Computer technology that is qualified and good will bring light work to others if there is an error that will hinder the work process. This should be corrected from the managerial side because it is related to the welfare of officers so that the work done is reduced and can be completed quickly and has to do with finances to reach a better system and a more stable work process.

CONCLUSION

The completeness of filling out the patient identification is almost entirely (97%) complete, a small part (4%) of the 3 incomplete medical resumes include. The completeness of filling out important reporting on some items is completely (100%) complete. However, a small percentage (8%) of the 6 medical resumes are incomplete. The completeness of filling out authentication is almost entirely (99%) complete, and a small part (3%) of 2 medical resumes are not filled out completely. The completeness of the documentation on the 2 items is completely (100%) complete and a small part (1%) is incomplete. The factor causing the delay in filling out the medical resume at the Nashrul Ummah Lamongan Islamic Hospital is time constraints caused by busyness and other work demands from the

doctor in charge. This affects the completeness of filling out the medical resume form. As well as the lack of effective implementation of monitoring and evaluation so that socialization activities related to medical resumes are less than optimal

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