

The Effect of the Completeness of Electronic Inpatient Medical Summaries on the Accuracy of Medical Record Quality at Purwokerto Islamic Hospital

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Abstract.Background: An electronic medical summary is a concise overview provided by healthcare professionals, particularly doctors, during a patient's treatment period until discharge, whether the patient is alive or deceased. The completeness of electronic medical records is crucial as it impacts the quality of hospital services; incomplete data entry can affect the quality of medical records and the services provided by the hospital.Objective: This study aims to determine the effect of the completeness of electronic medical summaries on the accuracy of medical record quality at Purwokerto Islamic Hospital.Methodology: This research uses a quantitative approach with cross-sectional data collection and a descriptive correlation design. The study sample consists of 89 electronic medical summary forms for inpatient care, selected using simple random sampling. The data was analyzed using the Chi-square test. Results: The study found that the completeness of electronic medical summaries was 89%, while the incompleteness rate was 11%. The accuracy rate was 84%, with an inaccuracy rate of 16%. The primary cause of incomplete electronic medical summaries was missing patient diagnoses. The Chi-square test results showed a p-value of 0.001 (p < 0.05). Based on this p-value, the null hypothesis (H0) is rejected and the alternative hypothesis (H1) is accepted, indicating that there is a significant effect of the completeness of electronic medical summaries on the accuracy of medical record quality.

Keywords: Completeness, Electronic Medical Summary, Accuracy of Quality

I.BACKGROUND

A hospital is a health service institution that provides complete individual health services, consisting of inpatient, outpatient and emergency care. The hospital is committed to always providing the best service to the community, both in medical and non-medical aspects. One important aspect in a hospital is the medical record system. Medical records are documents that contain patient identity data, examinations, treatment, procedures and other services that have been provided to patients (Minister of Health Regulation No. 24 of 2022). A hospital is obliged to maintain quality medical records (Wardhina & Rahmadiliyani, 2022). Quality indicators in medical record services include completeness of content, accuracy, punctuality, and compliance with legal aspects (Halimatusaadah & Hidayati, 2022). The increasingly rapid technological advances in the current era of globalization in the health sector, especially in the medical records unit, hospitals should follow the development of modern technology in providing services, encouraging hospitals in developing countries including Indonesia to start implementing the use of Electronic Medical Records (EMR). as a replacement for paper-based medical records, following developed countries that have already used them (Pratama & Darnoto, 2017).

The completeness of electronic medical records is very important because it can affect the quality of hospital services, filling in incomplete information data can have an impact on the quality of medical records and services provided by the hospital so that it can trigger problems in the future (Pratama & Darnoto, 2017). Whether a service is good or bad is described by whether or not the medical record files in a hospital are complete (Alif, 2019). A phenomenon that often arises related to incomplete Electronic Medical Records (RME) is the lack of focus by doctors and nurses in recording specific examination results. Incompleteness in filling out medical records greatly influences the quality of medical records, because the quality of medical records is a reflection of whether the quality of medical records is good or not, so that if medical records are incomplete it can affect the quality of medical records. Service quality has an important role in maintaining the existence of hospitals, one aspect of service quality in hospitals is the quality of medical record services. So, in this case, it is a demand

for all practitioners of health care facilities to maintain quality medical records, including by filling out a complete and correct medical resume form (Mangentang, 2018).

II.METHOD

The type of research used is quantitative research with a descriptive approach. Quantitative methods can be interpreted as research methods that are based on the philosophy of positivism, used to research certain populations or samples, sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistical, with the aim of testing existing hypotheses. has been determined (Sugiono, 2019). Descriptive research is research that attempts to explain solutions to current problems based on data, by presenting, analyzing and interpreting them (Narbuko, 2015). The design of this research is cross sectional. Cross sectional research is research where the researcher measures independent and dependent variable data only once at a time (Nursalam, 2017).

III.RESULTS AND DISCUSSION

Quantitative analysis of completeness of medical records

a.Review patient identification

Based on the results of observations made in the patient identification review, the completeness percentage value is 100% complete. The completeness of filling out each item in the patient identification review indicator aims to ensure ownership of each medical record form. Patient identification is demographic data or administrative data that is used as basic information

b. Review important reports

The results of research on a review of important reports with a sample of 89 medical resumes showed that 90% of medical resumes were complete and 10% of medical resumes were incomplete. The highest incompleteness in the review of important reports was in secondary diagnosis items at 56%. This occurred because many parts of the secondary diagnosis column were not filled in.

c. Authentication review

Authentication Analysis is an activity to check completeness in the form of the signature and name of the doctor in charge. The results of research on the authentication review showed that 98% of medical resumes were complete and 2% of medical resumes were incomplete. Incomplete medical resumes are still found in the doctor's signature items on 4 medical record forms.

d. Good documentation review

Analyze The Completeness Of A Good Documentation Review By Analyzing Items In The Documentation Review Such As Abbreviations And Empty Columns. This Documentation occurs due to lack of accuracy or limited time that doctors and nurses have in filling out medical record forms.

Analysis of the accuracy of the quality of medical records

The level of accuracy in filling out medical record documents determines the quality of medical records. High-quality medical records meet many criteria including completeness, accuracy, timeliness and legal compliance. Completeness and inaccuracy in filling out medical resumes is one of the influencing factors so that the quality of medical records can be reduced.

Bivariate analysis of the influence of medical resume completeness on quality accuracy

The completeness of electronic medical records is an important thing that influences the quality of services in hospitals, filling in incomplete patient information data can have an impact on the quality of medical records and services provided by hospitals so that it can cause problems in the future. In my research, the p value was 0.01. This means that there is an influence between the completeness of a medical resume and the accuracy of its quality.

IV.CONCLUSIONS AND SUGGESTIONS

1. The results of a quantitative analysis of the completeness of medical resumes at the Purwokerto Islamic Hospital in the patient identification review section were 89 medical resumes that were 100% complete.

2. The results of a quantitative analysis of the completeness of medical resumes at Purwokerto Islamic Hospital in the review section of important reports, namely that 80 medical resumes (90%) were complete and 9 medical resumes (10%) were incomplete. 100% completeness in the review of important reports is found in the items of entry date, physical examination, supporting examinations, and actions.
3. The results of a quantitative analysis of the completeness of medical resumes at the Purwokerto Islamic Hospital in the authentication review section were 87 medical resumes (98%) complete and 2 medical resumes 2% incomplete. There are doctor signature items in 85 complete medical resumes (96%) and doctor's name items in 89 complete medical resumes (100%).
4. The results of a quantitative analysis of the completeness of medical resumes in the good documentation review section at Purwokerto Islamic Hospital, namely that 64 medical resumes (71%) were complete and 25 medical resumes (29%) were incomplete.
5. The results of the quality accuracy analysis at Purwokerto Islamic Hospital of inpatient medical resumes were 75 (84%) medical resumes were accurate and 14 (16%) medical resumes were inaccurate.
6. The results of the completeness of the medical resume at Purwokerto Islamic Hospital have not yet reached 100%. Completeness of medical resumes at Purwokerto Islamic Hospital reached 89% and incompleteness of medical resumes was 11%.
7. The results of the chi-square test using SPSS, the significance value of medical resume completeness on quality accuracy is $0.001 \leq 0.05$. This means that there is an influence of the completeness of electronic medical resumes on the accuracy of the quality of medical records at Purwokerto Islamic Hospital.

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