

Review of The Completeness of Filling out the Medical Resume in the Child's Inpatient Room at Bhayangkara Hospital Tk.II Sartika Asih Bandung

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Abstract

Medical resume is a summary of medical service activities provided by health workers, especially doctors during the treatment period, and patients come out both alive and dead. The medical resume should be fully and concise, with the name and signature of the doctor treating the patient and should be able to describe important information about the disease, the examination provided during treatment, and the care the patient received. This research method uses a type of quantitative research with a descriptive approach, data collection using interviews and observations. The results of this study found that incomplete fillings, including in actions that reached incompleteness reached 5 forms with a percentage of 6%, the name of the doctor 4 forms with a percentage of 5% and the most incomplete data was the condition when the patient went home as many as 14 forms from 80 samples taken reached a percentage of 15% incomplete data. And it is recommended that doctors and nurses work together to immediately fill out a medical resume sheet after the patient returns home from the treatment room or hospital. The medical records officer submits an incomplete report to the medical committee, the hospital leadership makes policies or procedures related to filling out the medical resume.

Keywords: Hospital, Medical Records, Medical Resume, Medical Resume Equipment

1. Introduction

Hospital is a complete individual health service institution that provides inpatient, outpatient, and emergency services. The hospital is one of the organizations in the field of health services that are related to patients every day. Hospital is a health service system that can provide health services in the form of medical services, rehabilitation services and care services. (Law, 2009)

Medical records are files containing records and documents about the patient's identity, examination, treatment, actions and other services that have been provided to the patient. One of the medical record activities is to check the completeness (Assembling). (Ministry of Health, 2008)

Assembling is the assembly or rearrangement of outpatient and inpatient files to facilitate in halStorage, assemblingactivities, one of which is to do completeness analysis, analysis of completeness of medical records there are two, namely quantitative analysis and qualitative analysis. Quantitative analysis is an analysis that is shown to the number of sheets of medical records in accordance with the established procedures while qualitative analysis is an analysis that is shown to the quality of each medical record file. (Director General of Yanmed, 2006)

But in its implementation, there are still many incomplete medical records, incomplete medical records have a significant impact on the quality of medical records, because the quality of medical

records is a reflection of whether or not the quality of medical records. Therefore, incompleteness of medical records can affect the quality of medical records. Then it becomes a necessity for all health institutions to implement quality medical record management, including filling out a complete and accurate medical resume form. (Saepudin & Irda, 2021)

Medical resume is a summary of medical service activities provided by health workers, especially doctors during the treatment period until the patient comes out both alive and dead. The medical resume should be fully and concise, with the name and signature of the doctor treating the patient and should be able to describe important information about the disease, the examination provided during treatment, and the care the patient received. (Director General of Yanmed, 2006)

Incomplete information in the medical record file will cause the contained records to be out of sync and difficulty in identifying the patient's previous condition and disease history and will hinder the process of working medical records officers so that it will be a burden for officers in processing the data to be provided. (Famungkas Fantri & Woro, 2015)

Based on a preliminary study conducted at Bhayangkara Tk.II Sartika Asih Bandung hospital by taking data on inpatients in the child room in September 2021, as many as 43 forms contained 17 forms that were not completed. Among them are the discovery of medical resume forms that are not in the summary of the results of the examination, not given the name of the doctor, not signed by the doctor's

hand, unfilled date of entry and exit and lack of readment of the doctor's writing.

With the background of the above problems, researchers are interested in conducting a study entitled "Review of The Completeness of Filling out medical resumes in the pediatric hospitalization room at Bhayangkara Hospital Tk.IISartikaAsih Bandung".

2. Literature Review

Hospital

The hospital is one of the medical institutions that is part of several health resources that are important to support the implementation of health efforts. (Yassin & Purbobinuko, 2019)

According to the Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals are complete individual health service institutions that provide inpatient, outpatient, and emergency services.

Medical Records

According to, Medical records are files containing records and documents about the identity of the patient, examination, treatment, actions and services that have been provided to the patient. The purpose of Medical Records according to is to support the achievement of administrative order in order to improve health services in hospitals. (Ministry of Health, 2008)(Director General of Yanmed, 2006)

Medical Resume

According to Director General Yanmed in 2006 Medical resume is a summary of medical service activities provided by health workers, especially doctors during the treatment period until the patient comes out both alive and dead. According to Director General Yanmed, the purpose of creating a medical resume is as follows:

As a useful material for doctors who receive patients if the patient is re-admitted to the hospital.

As an assessment material for medical staff in the hospital.

To fulfill requests from individual official materials about evidence of care or data during treatment from a patient, such as insurance, courts, education with the approval of the leadership.

According to Regulation of the Minister of Health No. 269/MENKES/PER/III of 2008 article 4 paragraph (2), the contents of the medical resume contain at least:

Patient Identity

Admission Diagnosis and Indications of Patient being treated

Summary of physical and supporting examinations, final diagnosis, treatment and follow-up

The name and signature of the doctor and dentist who gave.

Completeness of Medical Records

According to Huffman, completeness is the study or

study of the contents of medical records related to documenting, service, and or assessing the completeness of medical records. Meanwhile, according to KBBI (Dictionary of Great Indonesian the word completeness is about, complete, fullness, competent. Time to do the analysis can be done in two ways, namely Restrospective Analysis, which is an analysis that is done after the patient goes home. (Hatta, 2010: 350) this is often done because it can analyze medical medical records throughout although this can slow down the process of completing less. While Concurrent Analysis is an analysis that is done while the patient is still being treated or during treatment, analysis is also done. (Hatta, 2010: 350) analysis conducted in the treatment room to identify deficiencies / discrepancies, misinterpretations quickly before being combined.

3. Research Methods

The type of research used is quantitative analysis with a descriptive approach, namely the results of research that are then processed and analyzed for conclusions, meaning that the research carried out is research that emphasizes its analysis on numeric data (numbers), using this research method will be Known significant relationship between variables which is researched, so as to produce conclusions that will clarify the picture of the object being studied. With observation and interview data collection techniques. Object

The study is a sample of medical resume forms in the child's hospitalized room in October-December 2021 based on the slovin formula.

NO	MOON	NUMBER OF INCOMING RM FILES
1	OCTOBER	99
2	NOVEMBER	145
3	DECEMBER	158
SUM		402
Source: RSBA Reporting Section Medical Records Unit		

Sample Medical resume form

$$n = \frac{N1 + N.e2}{n}$$

$$n = \frac{4021 + 402.0,01}{n}$$

$$= 80 \text{ Medical Resume Forms}$$

So that a sample of medical resume forms was obtained in the child's hospitalization room as many as 80 medical resume forms.

4. Results and Discussions

Result

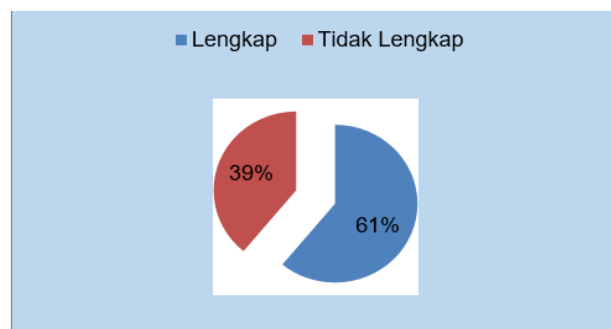
The results of the study on the completeness of filling out medical resume forms in the nursery room with a population of 402 in October to December 2021 were sampled using the slovin formula obtained samples of 80 medical resume forms.

Table 2 completeness of filling out medical resume in the nursery room of Bhayangkara Hospital Tk.IISartikaAsih Bandung

NO	DATA	COMPLETENESS				SUM N
		YES	%	NO	%	
1	NO. MR	80	100%	0	0%	80
2	IDENTITY	79	99%	1	1%	80
3	DATE ENTER &EXIT	80	100%	0	0	80
4	INDICATION	80	100%	0	0	80
5	HISTORY OF DISEASE	80	100%	0	0	80
6	PHYSICA EXAMINATION	77	96%	3	1%	80
7	TREATMENT	80	100%	0	0	80
8	DIAGNOSIS	78	97%	2	2%	80
9	ICD CODE	76	95%	4	2%	80
10	ACTION	75	93%	5	6%	80
11	CONDITION	66	82%	14	15%	80
12	DOCTOR'S SIGNATURE	77	96%	3	1%	80
13	DOCTOR'S NAME	76	95%	4	5%	80
14	PASIEN/FAMILY SIGNATURE	77	96%	3	1%	80
SUM		49	61%	31	39%	80

Based on the table above, it can be seen that the most complete data is the identity of as many as 80 medical resume forms from 80 samples taken reaching 100% complete data presntase. While there are some incomplete data such as actions that reach incompleteness reaching 5 forms with a percentage of 6%, doctor's name 4 forms with a percentage of 5% and the most incomplete data is the condition when patients go home as many as 14 forms from 80

samples taken reach a percentage of 15% incomplete data.



Based on the above image, the average medical resume in the incomplete child hospitalization room in October to December 2021 at Bhayangkara Hospital Tk.IISartikaAsih Bandung as much as 39% while the complete medical resume is 61%.

Patient Identification Completeness Analysis

The completeness of the patient's identity on the medical record form is very important because to determine the ready property of the form. Each patient's social data sheet in the medical record file contains at least data in the form of medical record numbers, identities, and patient/family signatures. Here is the completeness of patient identifikasi as [table 3.1](#)

No	Variable	Total checked files	Complete		incomplete	
			Total	Percent	Total	Percent
1.	No.Mr	80	80	100%	0	0%
2.	Identity	80	79	99%	1	1%
3.	Patient/Family Signature	80	77	96%	3	1%

[Table 3.1](#) shows that the data on the number of fillings against three variables of completeness of patient identity in a way there are 80 medical resume forms. The three components consist of No.RM, Identity, and Patient/family signature. From the table above it can be seen that the patient identification completeness data based on variable No.RM which is filled in completely a total of 80 with a percentage of 100%. The filled is incomplete total 0 with a percentage of 0%. In the identity variables that are filled in completely from the total medical record files examined as many as 80 files, which is a total of 79 with a presentation of 99%. The filled is incomplete total 1 with a presentation of 1%. And on the patient/family signature variable filled in completely a total of 77 with a presentation of 996%. The filled is incomplete total 3 with a percentage of 4%.

sampled entirely contains completed social data, namely only based on No.RM, incomplete filling in the medical resume based on the identity and signature of the patient / family is caused because at the time of registration of patients / families of patients do not provide clear information to the officer and filling in the patient /family signature is often missed because negligence between nurses/doctors.

Authentication Completeness Analysis

Authentication is the process of proving a person's identity, in terms of filling it in the medical record file that has the authority to fill in the patient's medical record file, namely the doctor in charge and the nurse who handles the patient during treatment. Authentication can be a signature, a clear name including a stamp / stamp or a person's code for computerization, in writing a clear name there must be a professional title / title (Doctor, nurse). Here is the authentication completeness data as [table 3.2](#).

No	Variable	Total checked files	Complete		Incomplete	
			Total	Percent	Total	Percent
1.	Doctor's Name	80	77	96%	3	1%
2.	Doctor's signature	80	76	95%	4	5%

Based on [table 3.2](#), it can be known that the variables

of the doctor's name and the doctor's signature

contain authentication on all files collected by the sample, namely 80 medical resume forms. The completed variable of the doctor's name on the medical resume form totaled 76 with a 95% presentation. The unfilled total 4 with a percentage of 5%. And on the variable signature of the doctor who filled in complete a total of 77 with a percentage of 96%. The filled contents are incomplete total 3 with a percentage of 4% of the 80 medical resume forms.

2. Analysis of Essential Report Completeness

Completeness of filling out important reports of

inpatient medical resumes including data is very important in monitoring the development of the patient's disease. Important report data in the medical resume include entry and exit dates, indications, and disease history. The report will provide information about the actions taken by doctors and nurses in treating patients, so that it is expected to be complete and reliable accurate information. Important report completeness data in anal inpatient medical resume as [table 3.3](#)

No	Variable	Total checked files	Complete		Incomplete	
			Total	Persen	Total	Percent
1.	SIGN-IN AND OUT DATES	80	80	100%	0	0
2.	INDICATION	80	80	100%	0	0
3	HISTORY OF THE DISEASE	80	80	100%	0	0
4	PHYSICAL EXAMINATION	80	77	96%	3	1%
5	TREATMENT	80	80	100%	0	0
6	DIAGNOSIS	80	78	97%	2	2%
7	ICD CODE	80	76	95%	4	2%
8	ACTION	80	75	93%	5	4%
9	CONDITION	80	66	82%	14	15%

Indicates that the most unfilled variables in the filled condition are incomplete as many as 14 forms with a percentage of 15% and complete forms as many as 66 with a presntase of 82%. Actions as many as 5 forms with presntase 4%, ICD Code as much as 4 with a percentage of 2%, Diagnosis as much as 2 with presntase 2% of the sample used as many as 80 forms.

Discussion

What factors cause incompleteness of filling out a medical resume in the hospitalized child's hospitalization room.

Based on the results of research conducted by the author at Bhayangkara Hospital Tk.IISartikaAsih Bandung, researchers found the causative factors of the Incomplete filling out the medical resume in the nursery room at Bhayangkara Hospital Tk.IISartikaAsih Bandung is as follows:

There are some doctors who do not fill out the medical resume form due to the large number of outside doctors in the hospital because of the limited time to fill out so that many forms are not filled out completely.

The busyness of nurses fills the billing system in the room because there is no room admin in the hospital so that nurses prioritize to fill out system billing compared to forms that result in many unfilled forms. There is no fixed procedure regarding the completeness of medical record documents.

Efforts have been made in overcoming the problems that exist in filling out medical resumes in the child's hospitalization room

Based on the above problem factors, efforts are made in overcoming the problems that exist in filling out the medical resume in the child's hospitalization room as follows:

Double-checking the medical record file by the officer, if complete can be directly stored while Incomplete can be returned to the room.

The problem effort is that there are some incomplete and unfilled forms, then The medical record officer immediately contacts the doctor / nurse of the room concerned to immediately complete the medical resume form, and must also immediately inform the medical committee that bridges between the doctor and the medical record section so that the medical record at Bhayangkara Hospital Tk.IISartikaAsih Bandung is more qualified.

Conduct regular meetings every three months which are usually done to discuss problems and socialize about the importance of filling out medical record files including the medical resume form filled out completely and correctly.

5. Conclusions and Suggestions

Conclusion

The conclusions that can be put forward from the results of research conducted in January to February 2022 regarding the completeness of filling out medical resumes are as follows:

In the implementation of the review of the completeness of filling out the medical resume at BhayangkaraSartikaAsih Hospital Bandung, it is still not running properly, it can be seen from the number of incomplete fillings that if represented by 39% of medical resumes that are not Complete and complete medical resumes are 61% complete in terms of filling out medical resumes greatly affect the quality of medical records and do not reflect the good service in the hospital.

The problems regarding the completeness of filling out the medical resume at Bhayangkara Hospital Tk.IISartikaAsih Bandung are: Doctor's knowledge related to the importance of medical resumes the level of discipline that is still lacking, as well as the busyness of doctors and limited time to fill out medical resumes. And there is no SOP or procedure related to filling out a medical resume.

Based on the results of an interview with the medical record officer that the author did, the author found that there was actually an effort made by the medical records unit at Bhayangkara Tk.II SartikaAsih Hospital Bandung, namely conducting regular meeting activities once every three months to socialize, then conducting an oral reprimand by the medical committee.

Suggestion

Regarding the problem of incompleteness of filling out the child's inpatient medical resume At Bhayangkara Tk II SartikaAsih Hospital Bandung, doctors and nurses should work together to immediately fill out the medical resume sheet after the patient returns home from the treatment room or hospital.

It is recommended that the medical record officer submit an incomplete report to the medical committee

We recommend that hospital leaders make policies or procedures related to filling out medical resumes.

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