

Training for Medical Records Officers as Preparation to Become Clinical Instructors (CI) in Health Service Facilities

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Abstract

The human resources at the hospital who are authorized to carry out medical records and record health information are medical records officers. In carrying out their duties, medical recorders are responsible for providing patient services through the basic management of medical records and health information. Responsibilities are included in the main duties of a medical record officer who is authorized to become a Clinical Instructor (CI), as well as being a student companion in field practice activities. CI's duties include designing, managing, and evaluating clinical learning activities for students. CI often faces problems in guiding students, including a lack of self-confidence and unclear assignments given by educational institutions to CI. From the preliminary study that was conducted at RSU. Aisyiah Padang City, that medical record officers had never received training related to the task of becoming a CI. From these problems the authors are interested in holding CI training at RSU. Aisyiah City of Padang. This training is considered important because it supports the accreditation status of the hospital. **Purpose:** This activity aims to provide training related to the preparation of medical record officers to become CIs in healthcare facilities. **Method:** The method used in this activity is to provide direct exposure regarding CI understanding and provide direct practice in making rules and clinical modules. **Results:** This Community Service Activity (PKM) was held on October 6 and 7 2022 at Aisyiah General Hospital, Padang City. This Community Service activity was carried out by providing medical record CI training with participants from Aisyiah Hospital. **Conclusion:** In general, the PKM activities ran smoothly and well, the activity was attended by 14 participants consisting of the PKM Team, hospital leadership, and staff consisting of doctors, nurses, and medical record officers. The activities were carried out on time, the trainees were enthusiastic about the activities as evidenced by the high test scores given at the end of the activities.

Keywords: Clinical Instructure, medical record, hospital, training

INTRODUCTION

Improving health services is aimed at increasing awareness, comfort, and the ability to live healthily for every citizen to realize an optimal degree of health as one of the elements of the general welfare as mandated in the preamble to the 1945 Constitution of the Republic of Indonesia. one of the main components of providing health services to the community has a very important role because it is directly related to the quality of service (Hatta, 2010).

One of the human resources in a hospital that is authorized to carry out medical record activities and health information is a medical recorder. According to the Regulation of the Minister of Health Number 55 of 2013 concerning the Implementation of Medical Record Work, medical record activities include carrying out patient service activities in the basic management of Medical Records and Health Information; carrying out the evaluation of the contents of the medical record; implementing a clinical classification system and disease codification; carry out the index of disease, death, and action; evaluate the completeness of the contents of the diagnosis and action as well as carry out recording and reporting of surveillance.

A medical record is a file that contains notes and documents including patient identity, examination results, a treatment that has been given, as well as other actions and services that have been given to patients. Notes are writings made by doctors or dentists regarding the actions taken by patients in the framework of health services (Ministry of Health, 2008).

The medical record management system consists of several subsystems, starting from the patient reception (making or preparing medical record files), followed by assembling, coding, indexing, and filling. In the filling section, medical record storage and retrieval are carried out,

medical record file storage aims to make it easier and faster to find medical record files stored in filing racks, easy to retrieve from storage, easy to retrieve, protect medical record files from the dangers of physical, chemical damage and biology (Budi, 2011). This responsibility is also included in the main duties of the medical record officer who will later be given the authority to become a Clinical Instructor (CI) at the hospital as a companion for students in carrying out field practice activities.

CI is given clear authority and responsibilities according to its role in designing, managing, and evaluating the clinical learning of students in clinical settings. However, we often see and feel different situations where it is very difficult for a CI to show his ability to guide students for various reasons, including a lack of self-confidence and the unclear role given by educational institutions to these CIs.

From the preliminary studies that have been conducted at RSU. Aisyiah Kota Padang, that medical record officers have never received training related to the preparation of medical record officers to become CIs in hospitals, especially in the field of medical records. From these problems, the team was interested in conducting CI-related training at RSU. Aisyiah City of Padang. This training is considered important because this activity also supports the progress of accreditation in hospitals.

This community service activity is a mandatory activity for lecturers in carrying out the tri dharma of higher education. PKM activities are PKM Fostered where the team will conduct socialization related to existing problems and provide several solutions related to these problems. Then the team will carry out follow-up activities related to the solutions that have been given to partners. The partner in this community service activity is RSU. Aisyiyah Padang. This hospital provides health services to general patients and BPJS. In this community service activity, the big topic is "Training for Medical Record Officers in Preparation to Become a Clinical Instructor (CI) in Health Service Facilities."

- Training related to the preparation of medical record officers to become CIs.
- Practices related to CI activities.

The purpose of this service is to provide training related to the preparation of medical record officers to become CIs in healthcare facilities.

PROBLEM SOLUTION

The solution provided to overcome partners' problems related to the absence of training related to Clinical Infrastructure (CI) is to provide education and training on medical record management in preparation for becoming a professional CI (Clinical Instructure) in the RSU medical records work unit. Aisyiah City of Padang. This activity aims to provide experience as well as *refresh* knowledge related to medical records, later it will also be useful for student field practice activities. This activity also aims to establish good cooperation between Apikes Iris as a medical record HR provider and RSU. Aisyiyah Padang City is a medical record clinic practice.

CI training materials provided by the service team consist of:

- Basic concepts of CI's role in the clinical setting'
- Roles, functions, and duties as a practice supervisor in the field of medical records
- Ability to carry out clinical guidance to medical record students.
- Knowledge related to medical record management.

Then the material that has been delivered will be carried out in direct practice by the training participants. The community service team provided a medical record management module for CI medical records.

From the several services that have been carried out by the team, all activities are planned for health information management related to medical record management.

METHOD

This Community Service (PKM) was held on Thursday and Friday, October 6 and 7 2022 at Aisyiah Hospital, Padang City.

Works procedure

In the implementation of the activity, the steps to be taken are as follows:

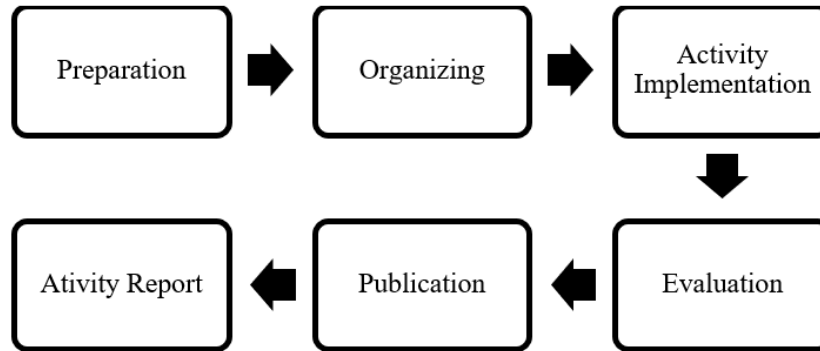


Figure 1. Activity Implementation Process

Implementation Method

This Community Service activity is carried out by providing socialization related to medical record CI training with partners. The team provides a basic understanding of management related to CI, obligations, main duties, etc. This activity is carried out face-to-face. This Community Service activity is a PKM fostered where the team will carry out follow-up activities to provide socialization related to direct practice by activity participants. The PKM team consists of 3 people consisting of a chairman and members.

RESULTS AND DISCUSSION

Implementation of Activities

Activity Locations

The community service activity entitled "Training for medical record officers in preparation for becoming a Clinical Instructor (CI) in health care facilities" was held at Aisyiyah General Hospital (RSU) Padang City, which is located on Jl. H. Agus Salim No. 6 Sawahan, Padang Timur District, Padang City West Sumatra Postal Code 25171. This activity was carried out over two days, namely on Thursday, October 6, 2022, and Friday, October 7, 2022, and was attended by 14 participants consisting of teams PKM from Apikes Iris, hospital leadership, and the hospital medical record officer. On the first day, the service activities carried out were to provide training to medical record officers regarding the preparation to become CIs at the hospital, then continued on the second day, the activities carried out were the practice of making CI modules by medical record officers.

Participants involved

The participants involved in this activity are as follows (attachment):

- Nurhasanah Nasution, M.Si (Leader of Service)
- Dewi Oktavia, M.Kes (Member of Court, lecturer)
- Vidiatul Husna (Service Member, student)
- dr. Silvi Koprina (RS Director)
- Yetra Suranti (Hospital Management)
- Rina Fitria Sari (Hospital Management)
- Heriyandi (IT)
- Sun Octavia (RM)
- Rabiatur Adabiah (RM)
- Melda Novia Doni (RM)
- Yefi Trisna(RM)
- Nurhayati (RM)
- Riri Fikriah (nurse)
- dr. Amna Resti Gusandi
- dr. Miss Azizah

Activity Results Goal Achievement

In general, the implementation of community service activities by providing training to medical record officers at RSU. Aisyiah Padang City which was held on Thursday, October 6 2022 was successfully carried out well and smoothly. This activity starts at 09.00 WIB and until 12.00 WIB. The first activity was opened by the moderator to explain the purpose of the community service activities being carried out and to introduce all the PKM teams from the Apikes Iris lecturer. Then proceed with the provision of training materials by the head of Service. Before the training activities, the presenter gives a related questions *test*, to find out the extent of the medical record officer's knowledge regarding the material that will be given on that day. After the pretest activities continued with the service material which was directly delivered by the head of the service. This training is specifically aimed at medical record officers in hospitals who will prepare to become Clinical Instructors at RSU. Aisyiah City of Padang.



Figure 2. The moderator provides the opening and objectives of the PKM

A clinical Instructor is someone who carries out clinical learning guidance to provide real experience and help students to be able to achieve the competencies according to the set. CI has several important roles, including as a motivator, facilitator, role model, advocate, or evaluator. Some of the criteria for becoming a CI include having a minimum competency of D3 Medical Records, having STR and SIK, having an SK to become a CI, and understanding the main tasks and functions of a CI (Irmawat, 2017).



Figure 3. The Service Chief provides training related to CI

The PKM team provided training related to activities, and it appeared that the medical record officers were enthusiastic about understanding the material being carried out. After the material

was finished in providing material, then a discussion was held. The problem that occurred in the hospital was that there was no stipulation or decree from the director to appoint RM officers as CIs and there was no guidebook related to CI in the hospital. In general, the expected goals in this community service activity are fulfilled with indicators of understanding from medical record officers regarding the material provided. Furthermore, the activity was closed by the moderator to convey the activities to be carried out next which were carried out the next day.

Community service activities on the second day are held on Friday, November 7, 2022. This activity takes place from 11.00 WIB to 14.00 WIB. The activities on the second day were hands-on practice in making CI guidelines at the hospital. The medical record officer was asked to form a group of two people to share the tasks in making the CI guide. The PKM team provided examples and materials related to making guides. In this activity, the PKM team monitored and provided explanations regarding matters that were still in doubt by the participants.



Figure 4. Participants carry out the practice of making CI modules

In general, the second activity ran smoothly, the goals and targets for this community service activity were achieved, namely medical record officers were able to find out about CI understanding, discussions were carried out well and the team provided solutions to problems that occurred in the hospital. Both service activities were attended by the director of the hospital, making it easier to communicate, which is expected to facilitate decision making

At the end of the team, service activities *post-test* for RM officers, and the results obtained, knowledge related to CI material has increased from before. Table 1 will explain the results of the pre and post-tests on activities in the community.

Table 1. The results of the pre-test and post-test of RM officers' understanding of PKM material

No	Respondent	Pretest Value	Post Test Value
1	Respondent 1	30	60
2	Respondent 2	40	70
3	Respondent 3	30	70
4	Respondent 4	30	70
5	Respondent 5	60	80

The PKM activity was continued by giving door prizes to participants who got the highest scores in the pre and post-tests. The highest scores in the pre and post-tests were obtained from the head of medical records at the Aisyiyah Hospital in Padang City on behalf of the mother I'm going crazy Adawiyah, Amd, RM. Furthermore, the activity was closed with a group photo with the PKM team of Apikes Iris lecturers and students and all RSU staff. Aisyiyah City of Padang.



Figure 5. The PKM team gave door prizes to participants with the highest pre and post-tests



Figure 6. Group photo of the first day of PKM activities



Figure 7. Group photo of PKM activities on the second day

CONCLUSIONS AND RECOMMENDATIONS

The implementation of community service related to training for medical record officers in preparation for becoming a Clinical Instructor (CI) at the hospital went well and smoothly. The program implemented is to provide CI-related training including:

- Basic concepts of CI's role in the clinical setting'
- Roles, functions, and duties as a practice supervisor in the field of medical records
- Ability to carry out clinical guidance to medical record students
- Knowledge related to medical record management

In general, the PKM activities ran smoothly and well, the activity was attended by 14 participants consisting of the PKM Team, hospital leadership, and staff consisting of doctors, nurses, and

medical record officers. The activities were carried out on time, the training participants were enthusiastic about the activities as evidenced by the increased scores on the post-test.

ACKNOWLEDGEMENT

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