

## Dissemination of the Importance of Medical Record Review for Improving the Quality of Health Information at RSU 'Aisyiyah Padang

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### Abstract

All healthcare facilities are required to maintain medical records. Recording of patient medical record documents can be used as health maintenance and patient treatment, evidence for law enforcement, education, and research, the basis for payment of health care costs, and health statistics data. Hospitals need to continue to improve service quality and patient safety on an ongoing and sustainable basis. To improve the quality of service, hospitals must be accredited periodically at least once every 3 (three) years, according to the mandate of Law Number 44 of 2009 concerning hospitals. Standards related to medical records in SNARS Edition 1 are in the hospital management standard group, namely medical record information management regarding the processing of medical record documents including preparation, filling in medical records, and reviewing medical records. **Purpose** : this service is to provide socialization regarding the importance of reviewing medical records at the 'Aisyiyah Padang General Hospital. Method : This Community Service Activity method is carried out by providing socialization and training on the importance of reviewing medical records to improve the quality of health information at 'Aisyiyah General Hospital Padang. **Result**: Implementation of community service activities that have been carried out at RSU 'Aisyiyah Padang went smoothly. Community Service (PKM) was held on October 6 and 7 2022 at 'Aisyiyah Hospital Padang Padang. All participants were enthusiastic about participating in the question-and-answer discussion. The PKM team also gave prizes/door prizes to 2 (two) participants who got the highest scores from giving quiz questions related to the material that had been presented. **Conclusion** : This activity is hoped that it will be able to increase the level of knowledge of health workers at RSU 'Aisyiyah Padang about the importance of reviewing medical records so that they can improve the quality of patient health information.

**Keywords**: Review Analysis, Medical Records, Quality

### INTRODUCTION

Hospitals are health service institutions that carry out complete individual health services that provide inpatient, outpatient, and emergency services (Permenkes RI, 2019). The hospital has the role of being responsible for administering health efforts at the first level, and as a functional health organization that provides comprehensive and integrated services to the community.

All healthcare facilities are required to maintain medical records, including hospitals. The medical record is a file that contains notes and documents regarding patient identity, examination, treatment, actions, and other services that have been provided to patients (Permenkes RI, 2022). Medical record services play a very important role because medical records are written evidence of the health services received by patients. This medical record document can be legal evidence according to law.

In the implementation of quality health services, doctors and other health workers in hospitals and other health service places are required to document all matters relating to the patient's health during treatment and after treatment in the medical record. Efforts to provide good and responsible health services are everyone's hope and of course, must be carried out by health workers. Implementation of quality and safe medical procedures can increase public confidence in all possible negligence that occurs, especially in health facilities which are often the main patient referrals (Budi, 2011).

Hospitals need to continue to improve service quality and patient safety on an ongoing and sustainable basis. To improve the quality of service, hospitals must be accredited periodically at least once every 3 (three) years, according to the mandate of Law Number 44 of 2009 concerning hospitals. The purpose of accreditation arrangements is to improve the quality of hospital services and protect patient safety, increase protection for the community, and human resources in hospitals and hospitals as institutions, support government programs in the health sector, and increase the professionalism of Indonesian hospitals in the eyes of the international community.

Standards related to medical records in SNARS Edition 1 are in the hospital management standard group, namely medical record information management regarding the processing of medical record documents including preparation, filling in medical records, and reviewing medical records. The completeness of the medical record is very important considering that the medical record has many uses. Filling in an incomplete medical record will have an impact on the function of the medical record, namely administrative, legal, financial, research, education, and documentation.

Minimum Service Standards are provisions regarding the type and quality of minimum basic services which are mandatory government affairs that every citizen has the right to obtain (Permenkes RI, 2019). In the minimum service standards for medical records in hospitals, the time for providing medical record files for inpatients is  $\leq 15$  minutes, the time for providing medical record files for outpatient care is  $\leq 10$  minutes, the completeness of filling out 100% informed consent and the completeness of filling out medical records is 100% (Kepmenkes RI, 2008).

The creation of quality medical records is influenced by several factors and one of them is an analysis of the completeness of medical records (Sholihah, 2022). Medical record analysis can be carried out to identify any deficiencies or inconsistencies in the recording that have the potential to result in incomplete or inaccurate medical records. Incomplete data filling in the medical record can be evaluated and analyzed for the purposes of planning and improving the quality of information as well as for the benefit of paying for health insurance. The analysis that can be done on medical records is quantitative and qualitative analysis. Quantitative analysis examines/reviews certain parts of the contents of the medical record to find deficiencies, especially those related to the recording of medical records. While the qualitative analysis, namely a review of medical record filling related to consistency and content, is proof that the medical record is accurate and complete.

Based on the initial survey at RSU 'Aisyiyah Padang, information was obtained that medical record officers had never conducted qualitative or quantitative analysis of medical records. Therefore, to improve the quality of health information services, it is necessary to socialize the importance of reviewing medical records at 'Aisyiyah General Hospital Padang. The purpose of this service is to provide socialization regarding the importance of reviewing medical records at RSU 'Aisyiyah Padang. The expected benefits are to increase the level of knowledge of medical record officers, nurses, doctors and other health workers regarding the importance of reviewing medical records at RSU 'Aisyiyah Padang so that they can improve the quality of patient health information.

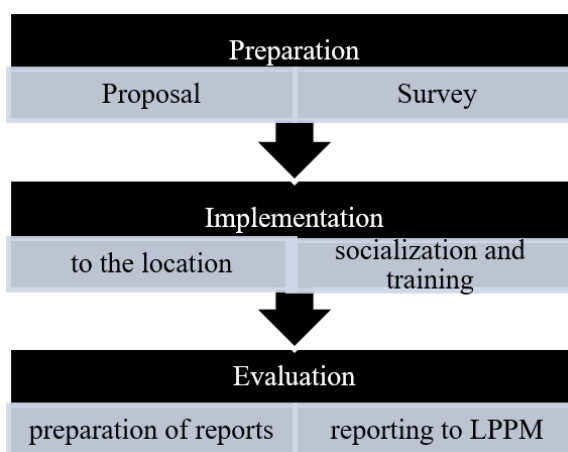
## **PROBLEM SOLUTION**

The service team found several problems that occurred at Aisyiyah Padang General Hospital related to medical record review analysis at the hospital which had never carried out this activity even though this medical record review analysis was one of the indicators for assessing hospital accreditation standards whose goal was to improve the quality of patient health information. The solution we offer here is to provide understanding and training on the importance of medical record reviews to medical record officers, nurses, doctors and other health workers at Aisyiyah Padang General Hospital so that they can improve the quality of

patient health information. This activity is a service activity in the field of MIK. The following is a roadmap for community service carried out for the past 5 years.

## METHOD

This Community Service activity is carried out by providing socialization regarding the importance of medical record reviews to improve the quality of health information at Aisyiyah General Hospital Padang. The team will provide an understanding of the material. This Community Service activity is a PKM assisted, so the team will carry out further activities to practice medical record review activities. The PKM team consists of 3 people consisting of a chairman and members. The flow chart for the implementation of activities can be described in figure 1.



**Figure 1.** Activity Implementation Flowchart

## METHOD

Community Service (PKM) will be held in September 2022 at RSU 'Aisyiyah Padang. This community service activity began with holding a meeting with PKM members to determine the theme of the PKM and determine the location of the PKM, then an initial survey to 'Aisyiyah Hospital Padang. Next, determine the topics that need to be done for this community service. At the service implementation stage, the method used was socialization regarding the importance of reviewing medical records to improve the quality of health information at RSU 'Aisyiyah Padang. The activity was followed by discussion and question and answer.

## RESULTS AND DISCUSSION

Community Service Activities (PKM) have been carried out at RSU'Aisyiyah Padang. This PKM activity was carried out together with the other Apikes Iris lecturer PKM team. We carry out PKM activities by providing outreach about the importance of reviewing medical records to improve the quality of health information at RSU 'Aisyiyah Padang. In this activity begins with the opening by the Director of the hospital. Next, the PKM team introduced themselves and explained the purpose of the service. There were 18 participants who attended this activity consisting of various positions including Directors, General Practitioners, Medical Records Officers, Nurses, Nurses, and so on. In the same way as the community health service that was carried out at the Andalas Padang Health Center, based on the results of an evaluation of the activities carried out by the medical record officers, they obtained some new information regarding the completeness of the contents of the medical record (Nasution, 2020).

From the activities that have been carried out, it was found that the implementation of the PKM activities went smoothly, all participants were enthusiastic and enthusiastic in participating in the question and answer discussion. The PKM team also gave prizes/door prizes to 2 (two) participants who got the highest scores (acquired 90 and 100 points) from

giving quiz questions related to the material that had been submitted. With this activity it is hoped that it can increase the level of knowledge of health workers at RSU 'Aisyiyah Padang about the importance of reviewing medical records. In the same way as the community health service that was carried out at the Andalas Padang Health Center, based on the results of an evaluation of the activities carried out by the medical record officers, they obtained some new information regarding the completeness of the contents of the medical record (Nasution, 2020). At the end of the session a group photo was taken. The following is the documentation of PKM activities:



**Figure 1.** Group photo of the Apikes Iris Lecturer's PKM Team with the Hospital



**Figure 2.** Giving remarks from the Director of RSU 'Aisyiyah Padang



**Figure 3.** Speeches from Apikes Iris



**Figure 4.** Slide presentation explaining the material



**Figure 5.**

Highest Score Participant Quiz Score

Prize Giving First



**Figure 6.** Giving Prizes for Second Highest Score Quiz Scores



**Figure 7.** Group photo at the closing of the activity

### **CONCLUSIONS AND RECOMMENDATIONS**

The implementation of community service activities that have been carried out at RSU 'Aisyiyah Padang went smoothly. All participants were enthusiastic and enthusiastic in participating in the question and answer discussion. The PKM team also gave prizes/doorprizes to 2 (two) participants who got the highest scores from giving quiz questions related to the material that had been presented. With this activity it is hoped that it can increase the level of knowledge of health workers at RSU 'Aisyiyah Padang about the importance of reviewing medical records.

### **ACKNOWLEDGEMENT**

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