ANALISIS PENYEBAB KETIDAKAKURATAN KODE DIAGNOSIS DI RUMAH SAKIT DAERAH MANGUSADA KABUPATEN BADUNG

ABSTRAK

Pengkodingan adalah bagian di instalansi rekam medis yang berkaitan dengan diagnosis penyakit yang telah diberikan kepada pasien berdasarkan ICD-10. Adapun hasil observasi yang saya lakukan di RSD Mangusada pada bulan Juli-September 2022 didapatkan dari 288 rekam medis yang dikembalikan oleh Verifikator BPJS terdapat 158 (54%) rekam medis yang kode diagnosisnya tidak akurat. Tujuan penelitian ini untuk mengetahui penyebab ketidakakuratan kode diagnosis di Rumah Sakit Daerah Mangusada Kabupaten Badung.

Penelitian ini adalah jenis penelitian deskriptif analitik kualitatif yang merupakan suatu penelitian yang teknik pengumpulan datanya dengan wawancara, observasi dan studi dokumentasi.

Hasil penelitian berdasarkan data yang didapatkan dari laporan rekam medis yang dikembalikan oleh verifikator BPJS didapatkan 288 rekam medis yang dikembalikan oleh verifikator BPJS yang dimana terdapat 154 (54%) rekam medis yang kode diagnosisnya tidak akurat, yang dimana penyebab ketidakakuratan kode tersebut terdapat 5 faktor yakni tenaga medis, koder, kelengkapan rekam medis, kebijakan dan kelengkapan sarana dan prasarana. Berdasarkan hasil wawancara terhadap 11 responden, dari 5 faktor penyebab ketidakakuratan kode diagnosis terdapat 3 faktor yang menjadi penyebab ketidakakuratan kode diagnosis yakni faktor tenaga medis, faktor koder dan faktor kelengkapan rekam medis.

Kesimpulan pada penelitian ini adalah penyebab ketidakakuratan kode diagnosis di RSD Mangusada Kabupaten Badung yaitu disebabkan oleh 3 faktor yakni: faktor tenaga medis seperti kesalahan diagnosis yang diberikan dokter, penulisan diagnosis yang diberikan oleh dokter sehingga tidak dapat dibaca koder, dan ketidaklengkapan diagnosis yang diberikan oleh dokter; faktor koder seperti pengalaman kerja, pendidikan, dan pelatihan: faktor kelengkapan rekam medis seperti semua diagnosis, diagnosis lain maupun riwayat penyakit, resume medis, tindakan operasi dan pemeriksaan fisik.

Kata kunci: Rekam Medis, Analisis, Kode diagnosis, ketidakakuratan.

ANALYSIS OF THE CAUSES OF INACCURATE DIAGNOSIS CODES IN MANGUSADA REGIONAL HOSPITAL BADUNG REGENCY

ABSTRACT

Coding is a part of the medical record installation related to the diagnosis of disease that has been given to patients based on ICD-10. The results of my observations at Mangusada Regional Hospital in July-September 2022 obtained from 288 medical records returned by the BPJS Verifier there were 158 (54%) medical records whose diagnosis codes were inaccurate. The purpose of this study was to determine the causes of inaccurate diagnosis codes at Mangusada Regional Hospital, Badung Regency.

This research is a type of qualitative analytical descriptive research which is a study whose data collection techniques are interviews, observations and documentation studies.

The results of the study based on data obtained from medical record reports returned by the BPJS verifier obtained 288 medical records returned by the BPJS verifier where there were 154 (54%) medical records whose diagnosis codes were inaccurate, where the causes of the inaccuracy of the code were 5 factors, such as medical personnel, coders, completeness of medical records, policies and completeness of facilities and infrastructure. Based on the results of interviews with 11 respondents, of the 5 factors that cause inaccurate diagnosis codes, there are 3 factors that cause inaccurate diagnosis codes, such as medical personnel factors, coder factors and medical record completeness factors.

The conclusion of this study is the cause of inaccurate diagnosis codes at Mangusada Hospital, Badung Regency, which is caused by 3 factors, including: medical personnel factors such as diagnosis errors given by the coder and medical record completeness factors: medical personnel factors such as errors in the diagnosis given by the doctor, the writing of the diagnosis given by the doctor so that it cannot be read by the coder, and the incompleteness of the diagnosis given by the doctor; coder factors such as work experience, education, and training: medical record completeness factors such as all diagnoses, other diagnoses and medical history, medical resume, surgery and physical examination.

Keywords: Medical Records, Analysis, Diagnosis codes, inaccurac