

Factors Affecting Medical Records Management in Karakah Health Center Padang

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ABSTRACT

Medical records are an administration system that starts from recording while the patient is receiving medical services, followed by handling medical record files which includes organizing storage and removing files from storage to serve requests/borrowing from patients or for other purposes. All health service facilities are required to maintain medical records, including community health centers (Puskesmas). Based on initial data collection observations, it was found that medical record management was still carried out manually, for the information system the government still used the BPJS system. The health center is still relatively new, so several problems are still found regarding the administration of medical records, one of which is numbering medical records, storage that is not yet ideal, unclear policies regarding standard operational procedures and a shortage of medical record officers. Currently the puskesmas only has one medical records officer who holds a D3 RM degree, the rest are assisted by officers who have high school/equivalent qualifications. This research was carried out from March to May 2023. The results of the research state that the storage of medical record files at the Parak Karakah Health Center is still not optimal and needs to be improved. Judging from the human resource elements which are still insufficient, the management of medical records has not been carried out well. The large number of files found that do not have folders is also a concern for the future. Storage carried out using a decentralized method is considered not optimal in community health centers because it creates separate medical record files. Ideally, storage in community health centers is carried out using a

centralized system because it only accepts outpatients.

Keywords: Medical record, Management, Health Center, Factors

INTRODUCTION

Medical records are an administration system that starts from recording while the patient is receiving medical services, followed by handling medical record files which includes organizing storage and removing files from storage to serve requests/borrowing from patients or for other purposes. According to the Indonesian Ministry of Health (2006) the purpose of medical records is to support the achievement of orderly administration in the context of efforts to improve health services. Without the support of a good and correct medical record management system, orderly administration will not be successful. All health service facilities are required to maintain medical records, including community health centers (Puskesmas).

Puskesmas is a health service facility that carries out public health efforts and first-level individual health efforts, prioritizing promotive and preventive efforts in its working area (Permenkes RI, 2019). Community Health Centers aim to meet community needs, including by improving the quality of medical recording activities (Ministry of Health of the Republic of Indonesia, 2014). The most important thing needed to support community health center services is the proper and correct

maintenance of medical records, especially in the storage section.

The process of maintaining medical records begins when the patient is received at the registration section of the health center, then continues with the release of files from the storage area to serve requests/loans because the patient comes for treatment. The next activity is medical service activities, namely recording patient medical data by doctors or dentists or other health workers who provide direct health services to patients. As long as the patient receives medical services at the health center, the medical record files will be processed until they are stored in a storage area

Medical records will be carried out well if the data processing and recording department does its job well. One of them is data processing in the storage (filling) section. Filling is a Medical Records work unit accredited by the Ministry of Health which functions as a place for organizing and storing documents based on a certain structuring system through systematic procedures so that whenever needed they can be presented quickly and precisely. Medical record documents are records that contain the patient's identity, diagnosis and history of the patient's illness (Wati, T. G., & Nuraini, 2019).

The medical records unit has a role in collecting, processing and presenting data such as assembling, coding, indexing, and/or reporting (Ferdianto et al., 2021). Puskesmas in carrying out services to the community relate to each other in collecting related information, namely medical records. The department that receives patients is responsible for precise timing, orderly and careful recording of patients (Frenti, 2018).

Health services at community health centers require management in managing medical records in order to create good medical record implementation. Management is an activity process consisting of setting, planning, organizing, directing through the use of human resources and other resources effectively and efficiently achieving

organizational goals, thereby determining and achieving goals. To achieve these goals, five elements of management or management facilities are needed, namely people, money, objects, machines and methods

Parak Karah Community Health Center, Padang City is a community health center that provides outpatient services in Padang Timur District, Padang City. Initially, this puskesmas was an auxiliary puskesmas (Pustu), because the population in Padang Timur District was around 90 thousand people, where ideally one puskesmas could only serve around 30 thousand people, because it was not just individuals but public health who were served. Therefore, this puskesmas changed its status from Pustu to Puskesmas in 2021 (Kurniati, 2021)

Based on initial data collection observations obtained from interviews with medical records officers at the Parak Karakah Community Health Center, it was found that medical record storage was still carried out manually, medical record storage used a decentralized method, namely separately, but some medical record files were not stored in the medical record folder. Some of the obstacles expressed by officers included a lack of human resources, infrastructure and costs.

Using the existing background, researchers further conducted research related to factors that influence the storage of medical record files at the Parak Karakah Community Health Center, Padang City.

MATERIALS & METHODS

Time and Place of Activities

This research was carried out in March 2023 at the Parakakah Community Health Center, and continued with data processing at the IRIS Health Information and Recording Academy, Padang .

Research methods

The research method used was a qualitative research design with a descriptive approach, namely research that describes and

describes the factors that influence the management of medical record files at the Parak Karakah Community Health Center, Padang City. The population used was all community health center officers, while the sample in this study was medical record officers. at the Parak Karakah Community Health Center, there were 2 informants. Respondent characteristics in this study include age, gender and education. The instrument used in this research was a structured interview. From the results of interviews with research respondents, a general description of the characteristics of the respondents was obtained. Univariate data consisted of medical record management.

RESULT

Based on the results of observations and interviews with medical records officers, it was found that the hospital had implemented medical record storage.

In this study, data were collected from 2 respondents, consisting of the head of medical records and a medical records officer. From the interviews conducted, it was found that the factors that influence the storage of medical records can be seen from 5 aspects, namely: people, materials, methods, machines and money.

Human Elements

The medical records department at the Parak Karakah Community Health Center has three medical records officers consisting of the head of medical records and medical records staff. The qualifications of medical records officers are not yet complete with D3 medical records, and one person has graduated from high school/equivalent. In this case, the health workers at the community health center do not have the qualifications in accordance with existing regulations.

The qualifications and education of medical record staff are contained in the Regulation of the Minister of Health of the Republic of Indonesia Number 55 of 2013 concerning the Implementation of Medical Recorder

Work. Article 3 reads: 1) Diploma three graduation standards as an intermediate expert in Medical Records and Health Information; 2) Diploma four graduation standards as a Bachelor of Applied Medical Records and Medical Records Information; 3) Bachelor's graduation standards as a Bachelor of Medical Records and Medical Records Information; 4) Master's graduation standards as a Master's Degree in Medical Records and Information Records. Regulation of the Minister of Utilization

Material Elements

Completeness regarding forms and medical record folders is still not optimal and incomplete. Some medical record statuses do not have a file folder, they are only stored in one place. The results of the interview regarding the discovery of files that were not included in the folder, the informant's answer was as follows:

"Sometimes these patients don't come back, so we just put them in one place, we're also constrained by the cost of procuring a folder, ma'am."

Method Elements

Based on the results of interviews obtained from informants regarding method elements, namely Standart Operational Procedures (SPO), the informant's answers are as follows:

"There are procedures related to the maintenance of medical records, but they are not specific to storage."

Storage is carried out using decentralization, namely two storage areas, one room near registration and another room in a different place. This makes it difficult for officers to search.

Machine Elements

Based on the results of the interview regarding the machine element, the informant's answer was as follows: *"We still deliver files to the room until they are stored manually."*

"We only had one computer, so the registration process went less than optimally"

Money Element

In terms of file storage, the money element is the procurement of goods and materials related to folders and medical record forms.

DISCUSSION

Based on the results of the interview, it shows that there are 3 medical record officers in processing medical records, one of whom is still a high school graduate. Of this number, the community health center still experiences difficulties in carrying out work in the medical records unit. Storage systems that use separate places are also a concern for researchers. From the results of observations made, this method is not effective enough in storing medical records. It is known that the storage of medical record files based on their storage location consists of 2 (two) ways, namely centralized and decentralized. Decentralized storage means there is a separation between inpatient and outpatient medical records. Medical records are stored in a different storage location. Meanwhile, centralization is the combination of storage between outpatient and inpatient medical records. Alignment is a system of arranging medical records in a specific sequence so that reference and retrieval are easy and fast (Budi, 2011).

A centralized storage system or combination of outpatient and inpatient documents is considered more efficient because it can make it easier for officers to search for medical record documents because the patient's medical record documents have become one unit, besides that the use of metal shelves with an open model can help in maintaining medical record documents and productivity of officers in arranging medical record documents so that they are orderly and well structured.

The storage of medical record files is not optimal, one of which is that many patients are found to have no folders, meaning that

medical record files cannot be managed properly. The activity of storing medical records is an effort to protect medical records from physical damage and the contents of the medical records themselves. Medical records must be stored and maintained properly because medical records are very valuable hospital assets. Considering the importance of medical records, they must be stored and maintained properly and correctly. According to (Rustiyanto et al, 2011), filing is an activity of storing, structuring or storing medical record files to make it easier to return them (retrieval).

CONCLUSION

From the results of research that can be carried out, it can be concluded that the management of medical record files at the Parak Karakah Community Health Center is still not optimal and needs to be improved. Judging from the human resource elements which are still insufficient, the management of medical records has not been carried out well. The large number of files found that do not have folders is also a concern for the future. Storage carried out using a decentralized method is considered not optimal in community health centers because it creates separate medical record files. Ideally, storage in community health centers is carried out using a centralized system because it only accepts outpatients.

Declaration by Authors

Ethical Approval: Approved

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