ABSTRAK

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TINJAUAN FISHBONE ANALYSIS DALAM KETEPATAN KODING DIAGNOSIS PASIEN RAWAT JALAN DI RSUD RATU ZALECHA MARTAPURA

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Fishbone Analysis adalah alat sistematis yang menganalisis persoalan dan faktor-faktor yang menimbulkan persoalan tersebut, kategori penyebab permasalahan yang sering digunakan sebagai *start* awal meliputi *materials* (bahan baku), *man* (sumber daya manusia), *methods* (metode), *machine* (mesin), *measurement* (pengukuran), dan *environment* (lingkungan). Tujuan dari penelitian ini untuk mengetahui *fishbone analysis* dalam ketepatan koding diagnosis pasien rawat jalan di RSUD Ratu Zalecha Martapura. Metode penelitian ini menggunakan penelitian deskriptif dengan jenis penelitian kualitatif dengan subjek penelitian informan utama yaitu petugas koding rawat jalan dan petugas input koding khusus JKN dan informan triangulasi yaitu kepala instalasi rekam medis, objek pada penelitian ini menggunakan teknik *Simple Random Sampling* dengan sampel 100 rekam medis rawat jalan. Instrument penelitian ini yaitu pedoman observasi dan pedoman wawancara. Hasil penelitian menunjukkan bahwa faktor *method* yaitu SPO pemberian kode penyakit di RSUD Ratu Zalecha Martapura sudah berjalan dengan baik. Faktor *materials* presentase kelengkapan diagnosis dari 100 sampel rawat jalan adalah 100% lengkap. Sedangkan faktor yang mempengaruhi ketepatan koding berdasarkan faktor *Man* adalah latar belakang pendidikan perekam medis, belum adanya pelatihan khusus untuk petugas koding, petugas masih merangkap tugas lain dan lama kerja petugas. Faktor *machine* yaitu SIM-RS yang terkendala jaringan. Faktor *environment* suhu ruangan berkisar 18°C.

Kata kunci : *Fishbone Analysis*, Ketepatan, Koding

ABSTARCT

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ANALYSIS OF FISHBONE REVIEW IN THE ACCURATE DIAGNOSIS OF CODING IN OUTPATIENT PATIENTS AT RATU ZALECHA MARTAPURA HOSPITAL

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Fishbone Analysis is a systematic tool that analyzes problems and factors that cause these problems, the categories of causes of problems that are often used as a starting point include materials (raw materials), man (human resources), methods (methods), machines (machines), measurement (measurement), and environment (environment). The purpose of this study was to determine the fishbone analysis in the accuracy of outpatient diagnosis coding at Ratu Zalecha Martapura Hospital. This research method uses descriptive research with a type of qualitative research with the main informant research subject, namely outpatient coding officers and JKN special coding input officers and triangulation informants, namely the head of the medical record installation, the object in this study using the Simple Random Sampling technique with a sample of 100 outpatient medical records. This research instrument is an observation guide and interview guide. The results showed that the method factor, namely the SPO for assigning disease codes at Ratu Zalecha Martapura Hospital, was running well. The materials factor is the percentage of completeness of diagnosis from 100 outpatient samples is 100% complete. While the factors that influence the accuracy of coding based on the Man factor are the educational background of medical recorders, the absence of special training for coding officers, officers still double other duties and the length of work of officers. The machine factor is SIM-RS which is constrained by the network. The environment factor of room temperature is around 18°C.

Keywords: Fishbone Analysis, Accuracy, Coding