

ABSTRAK

ANITA. 20D30702

ANALISIS KUALITAS DATA REKAM MEDIS ELEKTRONIK (RME) PASIEN RAWAT JALAN BERDASARKAN KOMPETENSI PETUGAS PENDAFTARAN DI RSUD RATU ZALECHA MARTAPURA

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Rekam medis elektronik digunakan untuk mencatat data demografi, riwayat penyakit, pengobatan, tindakan, hingga pembayaran pada bagian pendaftaran, poliklinik, bangsal rawat inap, unit penunjang, dan kasir. Peranan rekam medis penting dalam manajemen mutu pelayanan rumah sakit, indikator mutu rekam medis, dimana indikator mutu rekam medis beberapa diantaranya yaitu kelengkapan, keakuratan, dan konsisten dalam pengelolaan dokumen rekam medis. Sistem pendaftaran pasien di RSUD Ratu Zalecha Martapura sudah memakai Rekam Medis Elektronik (RME), namun petugas pendaftaran rawat jalan yang berjumlah 5 orang sebagai pengguna rekam medis elektronik yang bertugas meng-input data pasien yang berupa data demografi bukan seorang Perekam Medis dan Informasi Kesehatan (PMIK) dan tidak mendapat pelatihan secara khusus dalam penyelenggaraan rekam medis elektronik dan ditemukan demografi pasien tidak terisi dengan lengkap, akurat dan konsisten. Tujuan penelitian yaitu mengetahui kualitas data rekam medis elektronik (RME) pasien rawat jalan berdasarkan kompetensi petugas pendaftaran di RSUD Ratu Zalecha Martapura. Metode penelitian yang digunakan adalah *mix method* dengan pendekatan deskriptif. Subjek penelitian informan utama 5 orang petugas pendaftaran rawat jalan, informan triangulasi kepala instalasi rekam medis dan petugas indeks rawat jalan. Instrumen penelitian yaitu pedoman wawancara dan pedoman observasi. Teknik analisis data yaitu teknik analisis kualitatif dan analisis kuantitatif. Didapatkan hasil kompetensi petugas pendaftaran rawat jalan bukan perekam medis dan belum mendapatkan pelatihan rekam medis elektronik. Didapatkan 80% data demografi rekam medis tidak lengkap, 78,75% data demografi rekam medis tidak akurat, 85% data demografi rekam medis tidak konsisten, dan standar prosedur operasional (SPO) pengisian rekam medis elektronik belum diterbitkan.

Kata Kunci: RME, Kualitas data, kompetensi, rawat jalan

ABSTRACT

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ANALYSIS OF ELECTRONIC MEDICAL RECORD (EMR) DATA QUALITY OF OUTPATIENTS BASED ON THE COMPETENCE OF REGISTRATION OFFICERS AT RSUD RATU ZALECHA MARTAPURA

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Electronic medical records are used to record demographic data, disease history, treatment, actions, and payments at the registration, polyclinic, inpatient ward, support unit, and cashier. The role of medical records is important in hospital service quality management, medical record quality indicators, where some of the medical record quality indicators include completeness, accuracy, and consistency in the management of medical record documents. The patient registration system at RSUD Ratu Zalecha Martapura already uses Electronic Medical Records (RME), but the 5 outpatient registration officers as users of electronic medical records who are in charge of inputting patient data in the form of demographic data are not a Medical Recorder and Health Information (PMIK) and have not received special training in the implementation of electronic medical records and found patient demographics are not filled in completely, accurately and consistently. The purpose of the study was to determine the quality of electronic medical record data (RME) for outpatients based on the competence of registration officers at Ratu Zalecha Martapura Hospital. The research method used was mix method with descriptive approach. The research subjects were 5 main informants of outpatient registration officers, triangulation informants of the head of the medical records installation and outpatient index officers. The research instruments were interview guidelines and observation guidelines. Data analysis techniques are qualitative analysis techniques and quantitative analysis. The results obtained by the competence of outpatient registration officers are not medical recorders and have not received electronic medical record training. 80% of medical record demographic data were incomplete, 78.75% of medical record demographic data were inaccurate, 85% of medical record demographic data were inconsistent, and standard operating procedures (SPO) for filling out electronic medical records had not been issued.

Keywords: RME, Data quality, competency, outpatient care