

ABSTRAK

Latar Belakang : Untuk memberikan pelayanan kesehatan yang baik diperlukan diagnosis yang konsisten. Pada lembar ringkasan pasien masuk keluar (RM 001) terdapat diagnosis masuk, utama, lain dan komplikasi. Di lembar ringkasan pasien pulang (RM 032) terdapat diagnosis utama dan sekunder. Diagnosis utama di RM 001 harus sama dengan diagnosis utama di RM 032. Diagnosis lain dan komplikasi di RM 001 harus sama dengan diagnosis sekunder di RM 032. Di RSUD Cilacap diagnosis masuk di RM 001 sama dengan diagnosis utama di RM 032. Diagnosis utama di RM 001 sama seperti diagnosis sekunder di RM 032.

Tujuan : Mengetahui dampak, faktor, serta upaya terhadap ketidakkonsistenan penulisan diagnosis

Metode : Jenis penelitian ini adalah penelitian deskriptif dengan pendekatan kualitatif. Pengumpulan data menggunakan teknik wawancara, observasi dan studi dokumentasi. Subjek penelitian terdiri dari dokter, perawat, petugas dan kepala rekam medis. Objek penelitian adalah lembar formulir rekam medis.

Hasil : Dampaknya pengaruh terhadap mutu pelayanan dan pekerjaan. Disebabkan oleh faktor sarana dan prasarana yaitu prosedur yang tidak terperinci, penempatan SOP, dan perubahan format formulir yang tidak dikawal. Faktor SDM seperti kurangnya tanggung jawab dokter dan perawat yang meniru tulisan dokter. Upaya yang dilakukan adalah mengembalikan dokumen, menyampaikan ketidakkonsistenan kepada kepala instalasi rekam medis atau DPJP serta mengadakan evaluasi dan sosialisasi.

Kesimpulan : Dampaknya meliputi pengaruh terhadap mutu dan pekerjaan. Disebabkan faktor sarana dan prasarana serta SDM. Upaya yang dilakukan adalah mengembalikan dokumen, menyampaikan kepada kepala instalasi rekam medis atau DPJP serta diadakan evaluasi dan sosialisasi.

Kata Kunci : dampak, ketidakkonsistenan, diagnosis

ABSTRACT

Background : *To provide a good health services, consistency is needed in diagnoses. On the summary form sheet the patient enters out (RM 001) there are entrance diagnosis, main, other and complications. On the patient's summary form sheet (RM 032) there is a main diagnosis and a secondary. Main diagnosis at RM 001 must be the same as the main diagnosis at RM 032. Another diagnosis, complications at RM 001 must be the same as the secondary diagnosis at RM 032. In RSUD Cilacap the diagnosis of admission at RM 001 is the same as the main diagnosis at RM 032. the main diagnosis at RM 001 is the same as the secondary diagnosis at RM 032.*

Objective : *To find the impact, causes and the efforts to overcome the inconsistencies writing of diagnoses*

Methods : *The type of this research is descriptive study with a qualitative approach. The data were collected by interviews, observations, and the documentation. The research subjects consisted of doctor, nurse, official, and the head of medical record. The object of the research is medical record form.*

Results : *The impact is inhibits the work and services quality. Causes by facilities and infrastructure that include procedures that are not detailed and placement of SOP and changes in form format. Human resources factors such as the busyness of doctors and nurses who try to copy the doctor's writing. Attempts are returning the document, conveying to the head of the medical record installation or DPJP and conducting evaluation and socialization.*

Conclusion : *The impact is inhibits the work process quality. Causes by facilities and infrastructure and human resources factors. The efforts is returning the document, communicated to the head of medical record installation or DPJP and conducting evaluation and socialization.*

Keywords : *impacts, inconsistency, diagnoses*