

INTISARI

Latar Belakang: Resume medis adalah lembar berisi ringkasan perawatan yang diterima pasien selama rawat inap di rumah sakit. Ketidaklengkapan resume medis berakibat pada proses *coding* terhambat, pembuatan laporan dan klaim BPJS terlambat.

Tujuan: Menganalisis faktor penyebab ketidaklengkapan pengisian resume medis pasien bedah di RSUD Nganjuk.

Metode: Jenis penelitian deskriptif kualitatif dan rancangan penelitian fenomenologi. Subjek penelitian ini adalah DPJP, perawat bangsal, petugas analisis kelengkapan, dan kepala rekam medis. Teknik pengumpulan data dengan wawancara, observasi, dan studi dokumentasi. Uji keabsahan data menggunakan triangulasi sumber dan triangulasi teknik.

Hasil: Elemen Penilaian (EP) 6 belum terdapat dalam lembar resume medis. Kelengkapan pengisian lembar resume medis pasien bedah pada EP 1 sampai EP 5 terpenuhi sebagian, EP 6 tidak terpenuhi. Faktor penyebab ketidaklengkapan pengisian resume medis pasien bedah adalah faktor *man* yaitu kesibukan dokter, beban kerja perawat dan dokter tinggi, pengetahuan dokter terkait kelengkapan rekam medis, faktor *method* yaitu ketidakpastian jam visite dokter, kurangnya sosialisasi, SPO belum diperbaharui, kebijakan *reward* dan *punishment* belum ada. Dampak ketidaklengkapan pengisian resume medis yaitu ketidaksinambungan informasi riwayat penyakit pasien dan terapi yang telah diberikan oleh tenaga kesehatan, keterlambatan klaim asuransi, *coding* diagnosis terhambat, dan pembuatan laporan rumah sakit terhambat.

Kesimpulan: Ketidaklengkapan pengisian resume medis pasien bedah disebabkan oleh SPO yang belum diperbaharui, sehingga revisi SPO diperlukan untuk menjaga konsistensi penulisan dan item yang terdapat dalam lembar resume medis

Kata Kunci: Analisis, Faktor Penyebab Ketidaklengkapan, Resume Medis, Pasien Bedah.

ABSTRACT

Background: A discharge summary is a summary sheet of care received by patients during hospitalization. The incompleteness of medical resumes results in the coding process being hampered, making BPJS reports and claims late.

Purpose: To analyze the factors causing incompleteness of discharge summary for surgical patients in RSUD Nganjuk.

Method: This research was descriptive qualitative research and phenomenology design. The research subjects consist DPJP, ward nurses, completeness analysis officers, and medical record heads. Data was retrieved by interview, observation, and documentation study. Test the validity of the data using source triangulation and technical triangulation.

Result: EP 6 has not been contained in the medical resume sheet. The complete filling of the surgical patient medical resume sheet in EP 1 until EP 5 are partially fulfilled, EP 6 is not fulfilled. Factors that cause incomplete medical resume filling of surgical patients are man factors, namely doctor's busyness, high workload of nurses and doctors, doctor's knowledge related to completeness of medical records, method factors namely uncertainty of doctor's visite hours, lack of socialization, SPO has not been updated, there is no reward and punishment policy. The impact of the incompleteness of filling in medical resumes is the continuation of information on the patient's disease history and the therapy that has been provided by health workers, the delay in insurance claims, the delayed coding of diagnoses, and the obstruction of hospital reporting.

Conclusion: The incompleteness of medical patients' discharge summary filling is caused by SPO has not been updated, till SPO revisions are needed to maintain the consistency of writing and items contained in discharge summary

Keywords: Analysis, Incomplete Factors, Discharge Summary, Surgical Patients