

Analisis Kelengkapan Pengisian Rekam Medis Elektronik di Poliklinik Non Jiwa Rumah Sakit Khusus Daerah Duren Sawit

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Abstrak

Salah Satu Standar Pelayanan Minimal (SPM) Rumah Sakit Khusus Daerah (RSKD) adalah kelengkapan pengisian rekam medis 1x24 jam setelah selesai pelayanan sebesar 100%. Indikator mutu kelengkapan Rekam Medis Elektronik (RME) di RSKD Duren Sawit pada tahun 2022 belum mencapai 100%. Penilaian kelengkapan RME secara kuantitatif pada RME rawat jalan masih belum terlaksana. Tujuan penelitian ini adalah menganalisis faktor determinan kelengkapan pengisian RME di Poliklinik Non Jiwa RSKD Duren Sawit. Penelitian ini merupakan penelitian kualitatif dengan pendekatan studi kasus, untuk menggali fenomena kelengkapan pengisian RME di Poliklinik Non Jiwa RSKD Duren Sawit. Hasil penelitian menunjukkan kelengkapan pengisian RME di Poliklinik Non Jiwa RSKD Duren Sawit sebesar 70% dan belum memenuhi SPM kelengkapan RME. Faktor yang berkontribusi berhubungan dengan Sumber Daya Manusia, sarana dan prasarana serta internalisasi Standar Prosedur Operasional (SPO) terkait RME. Usulan tindak lanjut yang dapat dilakukan adalah meliputi struktur dan proses yang berkontribusi antara lain pembuatan dan sosialisasi SPO kelengkapan isi RME, melibatkan kelengkapan pengisian rekam medis dalam penilaian kerja SDM kesehatan dan perbaikan media RME.

One of the Minimum Service Standards (MSS) for Regional Special Hospitals (RSH) is the completeness of Electronic Medical Record (EMR) documentation within 24 hours after service completion, with a target of 100%. The quality indicator for EMR completeness at the Duren Sawit RSH in 2022 has not yet reached 100%. Quantitative assessment of EMR completeness in the outpatient EMR has not been implemented. The objective of this research is to analyze the determinants of completeness in EMR documentation at the Non-Mental Health Polyclinic of Duren Sawit RSH. This qualitative study adopts a case study approach to explore the phenomenon of EMR completeness at the Non-Mental Health Polyclinic of Duren Sawit RSH. The research findings indicate that the completeness of EMR documentation at the Non-Mental Health Polyclinic of Duren Sawit RSH is 70%, falling short of the MSS for EMR completeness. Contributing factors related to Human Resources, facilities, infrastructure, and the internalization of Standard Operating Procedures (SOP) concerning EMR. The proposed follow-up actions include addressing the structure and processes contributing to, among other things, the creation and socialization of SOPs for the completeness of the content of EMR, involving the completeness of filling out medical records in human resources performance assessment, and improving EMR platforms.