
REVIEW OF THE IMPLEMENTATION OF MEDICAL RECORD FILE STORAGE TO SUPPORT THE EFFECTIVENESS OF MEDICAL RECORD SERVICES AT SULAIMAN LANUD HOSPITAL

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Abstract

The role of hospitals as health service providers provides a mop for health improvement to the community. One of them is maintaining the quality of service through good management of medical storage. The purpose of this study is to determine the implementation of medical design file storage to support the efficiency of medical record services at RSAU Lanud Sulaiman. The research method used is a qualitative method with a descriptive approach. Data collection techniques are carried out through observation and interviews as well as literature review. The location of this research was carried out at Sulaiman Lanud RSAU which was carried out in March – May 2023. The result of this study is a storage system that uses a centralized system. In general, file storage is running well, but there are still obstacles in the implementation of medical record file storage, lack of human resources in the implementation of storage so that the implementation of storage services cannot be said properly. This study found several problems, namely: delayed return of medical record files, especially from dental polyclinics, storage of used medical records is often lost, medical records are stored outside the storage rack, borrowing medical record files using paper, so it can be concluded that the implementation of medical waste storage has not complied with the applicable regulations of the standard oration Al Rumah Akit and Regulation of the Minister of Health. It is recommended that medical officers make registration books for borrowing files from other units, it is recommended that filling officers be more careful in putting files into storage shelves, it is recommended that hospitals add human resources in the storage section, it is recommended that medical officers tidy up files that are stored outside the storage shelves,

Keywords: Implementation of Storage, effectiveness of Medical Record services

Introduction

Hospitals are an integral part of a social and health organization with the function of providing complete services, disease healing, and disease prevention to the community. According to Minister of Health Regulation No. 24 of 2022, Article 1 concerning Health Service Facilities is a tool and place used to carry out health service efforts, both promotive, preventive, curative and rehabilitative carried out by the government, local governments, and/or the community. For this reason, cooperation between medical health workers, paramedics and non-medical workers is needed, who can finally provide fast, precise and accurate information.

According to Permeskes RI Number 24 of 2022 article 1 concerning medical records, medical records contain patient identity data, examinations, treatment, actions and other services provided. Medical records must be in written, complete and readable form or electronically. Each entry in the medical record must be attached Name, time and signature of the doctor, dentist or health worker who provided health services directly.

Medical record services are carried out in the medical record unit and are carried out by medical record officers who are part of the implementation of the service. One part of the service system of 2 medical record units is the medical record document storage system. The medical record document storage system is one of the activities that can make it easier for an officer to retrieve medical record documents that have been stored on the storage shelf, make it easier to take documents to their place, and can protect document security from the danger of physical damage from theft, chemical and biological. Therefore, in carrying out activities (Budi, 2011).

Storage, officers must really be able to manage it properly and correctly in order to provide effective services to patients who come for treatment at the hospital (Valentina, 2019).

Based on the results of a study conducted in March 2023 at Sulaiman Lanud Hospital using a centralized storage system, where outpatient medical records and inpatient medical records are stored in one storage room. In the file storage at Sulaiman Lanud Hospital, it cannot be said to be perfect because there are still several obstacles. The author found several problems, namely, medical record files stored outside the shelf, there are often no files in the storage shelf, borrowing medical record files using only paper, delays in returning files from the outpatient dental poly section to the storage section.

Problem Formulation

Based on the background described above, the main problems taken by the author in this Final Project are as follows, How to Review the Implementation of Medical Record File Storage to Support the Effectiveness of Medical Record Services at Sulaiman Lanud Hospital.

Research Objectives

General Purpose

To find out the implementation of storing medical record files at the Sulaiman Lanud Hospital which is correct and effective.

B. Special Purpose

1. To find out how to carry out the storage of medical record files.
2. To find out how effective medical record services are at Sulaiman Lanud Hospital.
3. Identify problems that exist in the storage of medical record files to support the effectiveness of medical record services at Sulaiman Lanud Hospital.
4. find out what efforts are taken in overcoming problems that often arise in the implementation of file storage at Sulaiman Lanud Hospital.

Methods of Research and Technology Data Collection

2.1 Research Methods

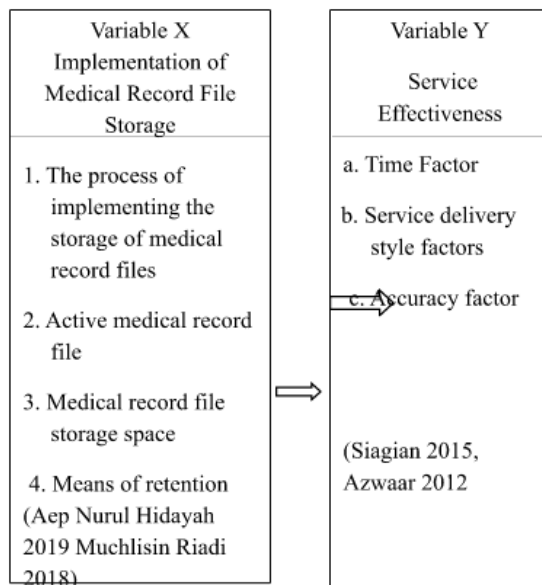
In this study, the author used a qualitative method with descriptive where data collection was carried out by observation and interviews which finally could be concluded.

2.2 Location and Time of Research

This research was conducted at RSAU Lanud Sulaiman (RSAU dr Norman T Lubis) Jl. Kopo-Soreang Canal No.461, Sulaiman, Margahayu District, Bandung Regency, West Java 40229 in March 2023

Theoretical Framework

The theoretical framework is a picture or plan that contains an explanation of all things that are used as research material based on the results of the research. Broadly speaking, the content of this one framework is the relationship between two or more variables in research activities so that researchers have the obligation to determine all variables and formulate relationships between all these variables. (Yusuf Abdhul, 2023)



Population and Sample

Definition of Population

Population is an area consisting of: objects / subjects that have certain quantities and characteristics determined by researchers to be studied and then drawn conclusions. So population is not only people, but also other objects and natural objects". The above understanding explains that the population in this study is defined as a group of people or goods that live in a place and have characteristics that distinguish themselves from others. (Sugiyono, 2019) In this population, the sample taken by the author is a medical record file at the Sulaiman Lanud Hospital.

Definition of Sample

Sample According to Sugiyono (2018: 78) states "the sample is part of the number owned by the population". In this study, the author uses non-probability sampling with purposive sampling techniques according to (Sugiyono's book 2017) is the sampling technique that is considered to know the most about our research or maybe he is the master of the object or situation we are researching.

Below is the sample calculation at Sulaiman Lanud Hospital.

$$\begin{aligned}
 n &= N / (1 + \sqrt{Ne}) \\
 n &= (10,000) / (1 + \sqrt{10,000 \cdot (0.13)^2}) \\
 n &= (10,000) / (1 + \sqrt{10,000 \cdot (0.0169)}) \\
 n &= (10,000) / (1 + 170) \\
 n &= (10,000) / 171 \\
 n &= 58
 \end{aligned}$$

Data Analysis Techniques

Data analysis is carried out descriptively through sample population data and samples taken by the author, presenting and providing conclusions, so as to illustrate clearly about the implementation of medical record file storage at Sulaiman Lanud Hospital.

Results and Discussion

Review of the Implementation of Medical Record Storage at Sulaiman Lanud Hospital

1. Medical Record File Storage Process

- a. After the patient's service is completed, the patient's medical record file is delivered by the nurse to the medical record storage room,
- b. The Medical Record Officer counts how many files the nurse provides
- c. The medical record file is inputted into the computer to perform KLPCM (incomplete filling of medical records). Then in SCAN and stored on the computer
- d. After conducting the KLPCM, the medical record officer saves the file into a storage rack according to the medical record number and adjusts to the tracer

2. Active Medical Record File

During the author's field practice in carrying out the storage of medical record files at the Sulaiman Lanud Hospital, it was said to be active because the patient's active and inactive medical record files were separated.

Medical Record storage space

The storage room system at Sulaiman Lanud Hospital is centralized between inpatient and outpatient in one storage room and one storage rack, but due to limited space it is stored in different rooms.

3. Retention Tools

After the author conducted an interview with the medical record officer who explained that retention at the Sulaiman Lanud Hospital could not be carried out as it should be, there were several obstacles, for now the files that were time for retention, were just separated from storage so they were not on the shelves, stored in a separate room

4. Medical Record File Storage System at Sulaiman Lanud Hospital

Sulaiman Lanud Hospital uses a centralized storage system by unifying outpatient and inpatient medical record files stored in one storage rack.

Image 11
Open racks and roll o pack racks



Source: Sulaiman Lanud Hospital

Tracer

Sulaiman Lanud Hospital uses tracers to replace medical record files that are removed from storage shelves for any purpose.

Image 22
Tracer of Sulaiman Lanud Hospital



Source: Sulaiman Lanud Hospital

Overview of the Effectiveness of Medical Record Services in the Implementation of Storage at Sulaiman Lanud Hospital

(According to Mardiasmo 2017) Effectiveness is a measure of whether or not the achievement of an organization's goals is achieving its goals. If an organization achieves its goals, it is running effectively. Research conducted by the author that affects the effectiveness of services with the desired goal, namely effectiveness, shows success in terms of achieving or not the suggestions that have been set. Here are some indicators of service effectiveness, including: Factor Time

The length of time to return files is due to human resources who fill in patient files not on time, thus affecting the length of time for returning medical record files to the storage department, which is 2x24 hours, especially the medical record files treated from the dental poly unit which are late in returning because they must be recorded and completed first by the nurse, so the process of returning files to the storage department is said to be ineffective.

Table 11
Frequency of Accuracy of Returning Medical Record Files to Deep Storage Space
When the Medical Record File Returns

When the Medical Record File Returns	Poly	Number of Files	%
1x24 jam	Obgyn, inner poly, surgical poly, pediatric poly	23	39,7'
	UGD	25	43,1'
2x24 jam	Poli gigi	10	17,2'
Total		58	100'

Source: Outpatient Medical Record Unit of Sulaiman Lanud Hospital

Service Delivery Style Factors

The way and habit of providing services to patients is one measure that can measure work effectiveness. The implementation of storing medical record files can support service effectiveness and smooth service. The effectiveness of service and smoothness in service is certainly greatly supported by the infrastructure and resources in it, both the receipt of accuracy and comfort at the Sulaiman Lanud hospital, the storage method has not been so effective according to the established service standards. Where the storage of medical record files should be even wider Because there are still many medical record files that are outside the storage shelf and incorrectly store the files where they should be.

The implementation of good storage of former medical records can support the effectiveness of services for patients and medical record officers where the time used is not too long for patients who are seeking treatment and can be handled immediately and ease the burden on officers.

The relationship between the implementation of medical record file storage and the effectiveness of medical record services at the Sulaiman Lanud hospital, an efficient medical record activity is not created by itself, but if it is carried out in accordance with the proper implementation. to create

The medical record work system is in accordance with the use of medical records, namely the value of medical assessment costs and financial legal values and can be used for educational research and documentation, one of which is the implementation of medical record activities, namely the storage of medical record files in accordance with procedures. As an explanation of the implementation of medical record storage, it can be concluded that during the implementation of file storage must be returned to the storage section on time, the filing officer must be more careful in viewing and inserting medical record files into the storage rack, so that medical record files can be found quickly when needed so that the effectiveness of medical record service work can be created in a place that is in accordance with influential standards Important for the effectiveness of services for patients. Where the storage of medical records must be expanded again or added to the storage shelf so that patients who seek treatment can be handled immediately and ease the burden on officers. The implementation of medical record storage activities in accordance with procedures is one of the supporting factors for service effectiveness If medical record storage activities are carried out properly, officers will not encounter problems in terms of storing files on the shelf so that medical records can be found quickly and accurately.

Table 22
Frequency of Accuracy of Storing Medical Record Files to the Storage Department to Support the Effectiveness of Medical Record Services

Timeliness of Medical Record File Storage	Number of Files to be Stored	%
1x24 Jam	48	82,8%
2x24 Jam	10	17,2%
Total	58	100%

Source: Medical Record Unit of Sulaiman Lanud Hospital

Accuracy Factor

The accuracy of officers in carrying out services (storage) The accuracy factor here is the accuracy of officers in providing services to patients at Sulaiman Lanud Hospital. The brightness indicator has not been effective because there are still some medical record files that are not stored in their proper place and medical record files that are outside the storage rack. Constrained due to inadequate space.

Table 33
Off-the-shelf Medical Records and Missorted Medical Records

No	Files that are outside the storage shelf and files are incorrectly stored	Number of Files
1	Files that are outside the storage rack	26
2	Incorrectly saved file	32
3	Total	58

Source: Medical Record Unit of Sulaiman Lanud Hospital

Discussion

Problems that exist in the Implementation of Medical Record File Storage to Support the Effectiveness of Medical Record Services at Sulaiman Lanud Hospital

Based on the practice of fieldwork carried out by the author in the medical record unit, especially in the storage section, in the implementation of storing medical record files at Sulaiman Lanud Hospital, there are several problems, including:

1. There is a delay in returning medical record files, especially from outpatient dental poly to the medical record storage department

This can affect the effectiveness of services because it hinders the storage medical records officer from storing files.

2. It often happens that there are no files on the storage shelf when you want to retrieve files.

This is due to the inaccuracy of medical record officers in and putting files into storage shelves.

3. Borrowing medical record files using only paper

This is not in accordance with the regulations that have been made in the means of borrowing medical record files in Permenkes 269/PER/III/2008 because this edition book functions as a handover of files when borrowed by other units.

4. Medical Record files are stored outside the storage rack

This can affect the effectiveness of service. Because a good place to store medical record files is to ask for medical record files neatly.

Troubleshooting Efforts in Implementing Medical Record File Storage at Sulaiman Lanud Hospital

Efforts to solve the problems that have been described, in the implementation of storing medical record files at Sulaiman Lanud Hospital as follows:

1. Nurses in the dental poly department must be educated about file returns, to be faster in filling out patient files with a maximum return time of 1x24 hours.

2. Coordinate files that are not found in the storage rack and find solutions so that it does not happen again.
3. The Medical Record Officer must make an expedition book, for a means of borrowing files from other units.
4. The hospital is advised to add or expand the storage rack of medical record files.

Conclusion

Based on the results of fieldwork practices carried out at Sulaiman Lanud Hospital, the author concluded, in general, the implementation of storing medical record files at Sulaiman Lanud Hospital was carried out well and effectively and was carried out as much as possible. However, there are still several problems that arise, namely: late return of medical record files from outpatient units, especially dental poly, no expedition books when borrowing medical record files, it often happens that there are no files in the storage rack, medical record files are stored outside the storage rack. From the problems that exist above can hinder patients who want to seek treatment, therefore medical record officers must be further improved in performance. besides that sufficient human resources are also very influential in improving the quality of health services, especially in terms of the effectiveness of medical record file storage services.

The effectiveness of medical record services in the implementation of medical record file storage at Sulaiman Lanud Hospital. It can be said that service effectiveness is what states that activities are carried out appropriately and targets are achieved. Some indicators in medical record file storage services include: time factors, service delivery style factors, and accuracy factors.

Problems in the implementation of storing medical record files at Sulaiman Lanud Hospital.

1. There is a delay in returning outpatient files, especially the dental poly section,
2. Medical record officers incorrectly put medical record files into the storage shelf so that there are often no medical record files in the storage rack,
3. borrowing medical record files using only paper,
4. Medical record files are stored outside the storage rack.

Troubleshooting efforts in the implementation of storing medical record files at Sulaiman Lanud Hospital.

1. Nurses in the dental poly department must be educated regarding file returns, to be faster in filling out patient files a maximum of 24 hours file return time,
2. coordinate files that are not found in the storage rack and find solutions so that it does not happen again,
3. The Medical Record Officer must make an expedition book, for a means of borrowing files from other units
4. and the hospital was advised to expand the storage rack of medical record files.

Suggestion

1. It is attempted that if the medical record is returned late, especially from the dental poly section, the authorsuggests that the medical record officer make a record sheet of how many medical record files have not been returned to the filling room in anticipation that if the filling officer does not find the file on the shelf then the officer can see the width of the record.
2. Efforts are made by the hospital to add natural resources in the storage section so that the file storage process is more effective and efforts are made so that the filling department officers are more careful when storing and returning files according to the medical record numbers in the files and on the shelves
3. Efforts are made by medical record officers as soon as possible to make a registration book so that when someone borrows medical record files
4. Efforts are made so that medical record officers tidy up the files that are outside the storage shelf

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