

Review of Completeness of Diagnosis Filling in Medical Record for Inpatients at Mental Hospital.

Prof. HB. Saanin Padang

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ABSTRACT

Hospitals are health care institutions that provide comprehensive individual health services that provide inpatient, outpatient, and emergency services. To realize this, hospitals need to organize medical record services to support the provision of health services. The important thing that must be considered by medical record personnel in maintaining the quality of medical records is the completeness of medical information related to the patient's medical history starting from the beginning of treatment until discharge from the hospital. The research aim that the results of this study can improve the quality of medical records and hospital accreditation. This research was conducted in June, 2024 at RSJ. Prof. HB. Saanin and continued with data processing at the Academy of Recorders and Health Information IRIS Padang. The type of research used in this study is descriptive research with quantitative methods and direct observation of medical record documents. Population of study was medical record documents for inpatients in January - March 2024 totaling 600 medical record documents. The sample size using the Slovin formula was 99 samples. Result of research show that highest distribution of

diagnoses based on ICD-10 at Prof. Hb Saanin Padang was paranoid schizophrenia with 35 patients, completeness of filling in the main diagnosis and diagnosis code in cases of mental disorders was 96%, Percentage of readability of diagnosis writing, where the writing of the main diagnosis and secondary diagnosis on the medical record is 100%.

Keywords: *Completeness, Medical record, diagnose.*

INTRODUCTION

Hospitals are health care institutions that provide comprehensive individual health services that provide inpatient, outpatient, and emergency services. Hospitals are health care institutions for the community with their own characteristics that are influenced by the development of health science, technological advances, and the socio-economic life of the community which must remain able to improve services that are of higher quality and affordable to the community in order to realize the highest degree of health (Law of the Republic of Indonesia, 2009). To realize this, hospitals need to organize medical record services to support the provision of health services.

The important thing that must be considered by medical record personnel in maintaining the quality of medical records is the completeness of medical information related to the patient's medical history starting from the beginning of treatment until discharge from the hospital. Assembling is one of the parts responsible for checking the completeness of medical record documents. One of the tasks of the assembling section is to carry out quantitative and qualitative analysis in order to create quality medical record documents and describe complete medical information obtained which is used to support coding. Completeness of medical record filling can be influenced by several factors, including: 1. educational background of health workers, 2. length of service, 3. knowledge about medical records (benefits, uses, responsibility), 4. skills, 5. motivation, 6. work tools, 7. work facilities, 8. work time, 9. written guidelines, 10. compliance with guidelines (Wulandari, 2012).

Mental Hospital (RSJ) Prof. HB.Saanin Padang has inpatient services related to adult mental, child mental, drug, and TB. In addition, this hospital also has outpatient and emergency services. RSJ Prof. Hb. Saanin is a hospital owned by the government of West Sumatra Province which is located on Jalan Raya Ulu Gadut Padang. This hospital is a specialized hospital that handles patients with psychiatric disorders. RSJ Prof. Hb Saanin collaborates with BPJS Health so that the accuracy of coding needs to be improved to reduce cases of pending BPJS claims (Firmalinda, 2018).

The results of Rohman's research (2011) state that one of the factors that influence the accuracy of diagnosis codes is medical information. The medical information in question is the filling of the diagnosis code.

According to Wariyanti's research (2014), the completeness of medical information and the accuracy of medical record documents are very important, if the medical information in a medical record document is incomplete, the resulting diagnosis code will be inaccurate. According to Maryati's research (2014), it states that the completeness of filling out the discharge summary sheet (doctor's resume) is influenced by the characteristics of doctors' knowledge about medical records. One of the problems that occurs in cases of mental disorders is the filling of diagnoses that affect the quality of coding. Based on this background, researchers are interested in conducting research with the title "Review of Completeness of Diagnosis Filling in Medical Record for Inpatients at Mental Hospital. Prof. Hb. Saanin Padang" with the aim that the results of this study can improve the quality of medical records and hospital accreditation.

MATERIALS & METHODS

Time and Place of Activities

This research was conducted in June, 2024 at RSJ. Prof. HB. Saanin and continued with data processing at the Academy of Recorders and Health Information IRIS Padang.

Research methods

The type of research used in this study is descriptive research with quantitative methods and direct observation of medical record documents. Population of study was medical record documents for inpatients in mental cases at Prof. HB Mental Hospital. Saanin Padang in January - March 2024 totaling 600 medical record documents. Samples is medical record of inpatient at Prof. HB Mental Hospital Saanin Padang. The sample size using the Slovin formula was 99 samples.

RESULT

Distribution of Mental Illness Diagnosis Based on block F ICD-10

The distribution of mental illness diagnoses based on block F in ICD-10 sees the highest

number of mental illnesses in January-March 2024 at Prof. HB Mental Hospital. Saanin Padang (Table 1).

Table 1. Distribution of mental illness diagnoses based on block F in ICD-10

Hospital Diagnose	Diagnosis ICD-10	Code ICD-10	Number of diagnose
Behavioral and Psychological Symptoms of Dementia (BPSD)	Unspecified dementia	F03	1
psychotic disorder	Acute and transient psychotic disorder, unspecified	F23.9	4
Acute psychotic disorder			
Organic mental disorder	Unspecified organic or symptomatic mental disorder	F09	1
Organic mental disorder with epileptic	Epileptic psychosis NOS	F06.8	2
Organic mental disorder with epileptic			
Mental behavior disorder	Unspecified mental retardation with the statement of no, or minimal, impairment of behaviour	F79.1	1
Mental behavior disorder due to drug use	Mental and behavioural disorders due to multiple drug use and use of other psychoactive substances (Drug addiction)	F19.2	2
Mental behavior disorder in ASD	Childhood autism	F84.0	2
Schizoaffective disorder, mixed type	Schizoaffective disorder, mixed type	F25.2	22
Paranoid schizophrenia	Paranoid schizophrenia	F20.0	35
Schizoaffective disorder, depressive type	Schizoaffective disorder, depressive type	F25.1	8
Schizoaffective disorder, manic type	Schizoaffective disorder, manic type	F25.0	13
Schizophrenia, unspecified	Schizophrenia, unspecified	F20.9	8
Schizophrenia, unspecified			
Total			99

The distribution of diagnoses based on ICD-10 can also be seen in Table 1 where the most common disease experienced by patients at Prof. Hb Saanin Padang out of 99 patients was paranoid schizophrenia with 35 patients, followed by mixed type

schizophrenia with 22 patients and manic type affective schizo with 13 patients.

Percentage of Completeness of filling in the Main diagnosis and Diagnosis Code in Mental Disorder Cases

Table 2. Completeness of Main Diagnosis and Diagnosis Codes on Entry and Exit Record Forms

Variable	Completeness	Percentage completeness	Number incomplete	Percentage incomplete
Main diagnose	95	96%	4	4%
Code diagnose	95	96%	4	4%

Based on table 2, the completeness of filling in the main diagnosis and diagnosis code in cases of mental disorders was 96% and 4% of the main diagnosis and diagnosis code were not filled in.

Percentage of Readability of Primary Diagnosis Writing in Mental Disorder Cases

Table 3. Percentage of Readability of Diagnosis in resume form

Diagnose	Number of readability	Precentage of readability	Number of unreadability	Precentage of unreadability
Main diagnose	99	100%	0	0%
Secondary diagnose	99	100%	0	0%

Table 3 shows the percentage of readability of diagnosis writing, where the writing of the main diagnosis and secondary diagnosis on the medical record formular is 100% legible. This shows that the writing of the diagnosis of the disease carried out by the doctor can be read and understood by the medical record officer.

DISCUSSION

The results of research at Prof. HB Saanin Mental Hospital show in general schizophrenia sufferers and the highest sufferers in the diagnosis of paranoid schizophrenia in January-March 2024. Schizophrenia is one of the mental disorders with characteristics of chaos in thinking patterns, perception processes, affection and social behavior (Kopelowicz, Liberman, Wallace, 2003). Patients diagnosed with schizophrenia usually also show positive symptoms, such as hallucinations and delusions and negative symptoms, such as social withdrawal, self-neglect, loss of motivation and initiative and emotional dullness (Picchioni & Murray, 2007).

Bleuler (in Nevid, 2012) added that schizophrenia can be recognized based on 4 main symptom characteristics / 4A: (1) Association, namely the relationship between thoughts becomes disturbed or commonly referred to as thought disorder and loose association; (2) Affect, namely emotional responses become flat or inappropriate; (3) Ambivalence, namely individuals have ambivalent feelings towards others such as hate and love for a partner; (4) Autism, namely withdrawal to a personal fantasy world that is not bound by

logical principles. Schizophrenia disorder is divided into 3 types, namely disorganized, catatonic and paranoid schizophrenia (APA, 2000). The disorganized type is often characterized by chaotic behavior, incoherent speech and disorganized delusions with sexual/religious themes. The hebephrenic type often presents as a slowing of activity that progresses to stupor and even agitation phases. The paranoid type is seen with frequent auditory hallucinations and delusions that cause anxiety or fear (Nevid, 2005).

The results of the study related to the completeness of filling in the diagnosis and diagnosis code of mental patients have been carried out properly by doctors and coding officers. Prof Hb Saanin Mental Hospital has SOPs related to analyzing the quality of medical records which are carried out consistently. This is in line with the results of the study where 96% of complete diagnosis filling. However, hospitals must always improve the quality of service in accordance with customer expectations which can be done through improving the quality of work to increase service user satisfaction. Quality service is not only in medical services, but also supporting services such as handling medical records in hospitals which is one indicator of the quality of hospital services that can be known through the completeness of filling out medical records (Erfavira, 2012).

One of the standards in professional medical services is the doctor's obligation to make medical records after receiving health services. Medical records can be made by several parties, namely doctors, nurses, and

other health workers. Medical records serve as evidence in the event of a claim and as a means of legal protection for doctors. If the implementation of medical records carried out by doctors, dentists, and other health workers is made incomplete, this creates a problem if the doctor or health worker commits negligence that harms the patient (Yanuari, 2012).

Completeness of filling out medical records is the responsibility of doctors as direct implementers of services at Prof Hb Saanin Mental Hospital, doctor compliance in filling out medical records completely is a shared responsibility between co-ass and clinical supervising doctors. Whether the medical record is good or not lies in the correctness of the content and completeness of filling based on existing regulations. Completely filled medical records are one part of the health services provided to patients. In order for medical records to be filled in completely and according to the authority of data accuracy, it is necessary to have a policy from the agency or hospital concerned regarding the authority to fill out medical records, which contain the history of the disease, physical examination, course of the disease, signature of the doctor who received and or treated the patient. In order to improve the quality of health services, and the importance of medical record documents for hospitals, it is necessary to control the filling of medical records. The quality of medical records in hospitals also determines the quality of service (Ridho, 2012).

CONCLUSION

Based on quantitative analysis research on medical record files for completeness of diagnose cases at RSJ. HB. Saanin Padang City can be concluded that:

1. Highest distribution of diagnoses based on ICD-10 at Prof. Hb Saanin Padang was paranoid schizophrenia with 35 patients.
2. Completeness of filling in the main diagnosis and diagnosis code in cases of mental disorders was 96%.
3. Percentage of readability of diagnosis writing, where the writing of the main diagnosis and secondary diagnosis on the medical record form is 100%.

Declaration by Authors

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