

Efforts to Improve Medical Record Services based on 8.4 Accreditation Standards at Sumber Health Center, Probolinggo Regency

Rita Febiola

Study Program of Health Information Management Majoring of Health

ABSTRACT

Public health center Sumber has accredited in 2017 with Basic Accreditation status, where the achievement of the 8 chapter accreditation assessment is still <80%. The chapter with the lowest score is in chapter VIII standard 8.4 on management of medical record information with an achievement of 38%. The purpose of this study is to analyze efforts to improve medical record services based on the 8.4 accreditation standard at the Sumber public health center with the fishbone method. This type is qualitative data collection techniques using interviews, observation, and documentation. The results obtained based on the 5M management element method (man, money, method, machine, material) by analyzing the problem using fishbone, namely lack of knowledge, commitment of officers in implementing 8.4 standards, lack of budget planners on each criterion, related SOPs are not yet available standardization of diagnostic classification codes and terminology, and SOPs for completeness and accuracy of medical record contents, network problems, electricity when operating the system. The conclusion of this study in identification found that the standard criteria 8.4.1 and 8.4.4 were not fulfilled. This can be seen from the results of the analysis because there are no standards available on these criteria, so it is necessary to make recommendations for improvement. Suggestions in this study is to provide input to the 5M management element variables (man, money, method, machine, material) which is the root cause of the problems.

Keywords: *Accreditation, Fishbone, Medical Records, Health Cent*