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# Utilization of Big Data Analysis as a Supporting System of Therapy Treatment for URI (Upper Respiratory Tract Infection) Patients

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Abstract— The provision of medical record files at Pesantren Public Health Center 2 Kediri exceed the maximum time limit of 10 minutes. This condition causes a longer patient waiting time, medical service process will be hampered, and reduce the quality of health service facilities. The purpose of this study was to analyze the factors that cause delays in providing medical record documents at Pesantren II Kediri Health Center and prioritizing the causes of problems with the Multiple Criteria Utility Assessment method. This research was qualitative, data was collected through observation and interviews with 4 informants. The results showed that there were no awards and punishment for officers, malfunction tracer, officers education not a medical record, officers never conduct training or workshops, officers perception that Standard Operating Procedure cannot be applied. Based on Multiple Criteria Utility Assessment method, the highest cause of delay in provision of medical record files was the malfunctioning of tracer. Conclusion: The results suggest redesigning tracers and socializing the use of tracers, training for medical records officers, and routine evaluation for provisioning medical record

Keywords— medical record, tardiness, public health center

### I. INTRODUCTION

Quality or quality is a measure of the merits of a product or service that is valued by customers from the similarity to established standards. There are five main dimensions of quality, namely tangibles, reliability, responsiveness, assurance, and empathy, commonly known as service quality theory and can be used as indicators to measure the quality or quality of health services in Puskesmas. The quality of health services is a health service that can provide whatever patients need when receiving services so that it will cause satisfaction for these patients [9]. Upper Respiratory Tract Infection (URI) becomes a major cause of morbidity and mortality of infectious diseases in the world. Nearly four million people die from ARI each year, 98% are due to lower respiratory tract infections [9].

This infection ranked the first position in the top 15 of the highest diseases in 2015 in Jember Regency [2]. The cure rate for URI patients at Puskesmas Ambulu is still low [4]. This condition shows that the service effectiveness of ARI cases is still lacking. Menawhile, Dr. M Suherman Pratama Clinic has a fast development. The number of patient visits has increased each year in this clinic.

In 2019, there were 250 outpatient visits per day, 75% of the visits were URI patients. This condition indicates high number of ARI visits to the clinic. However, the results of the patient survey found complaints in the service waiting time. Previous research showed that the average waiting time at the Pratama Clinic dr. M. Suherman was 93.8 minutes. The length of waiting time is not in accordance with the standard set by the Ministry of Health, at least  $\leq$  60 minutes [7]

The preliminary survey (March, 2020) revealed that the long waiting time for the services was partly due to the process of drugs prescription by doctors. The various drugs compositions for each patient make the administration of this input in the clinic became longer. There were also an increase in the number of URI patients who arrive for medical control.

The use of technology is designed to help process relevant data, information and therapy knowledge to support effective URI care, prevention and control. Big Data Analytics (BDA) can help organizations to have a better understanding of the information contained in data and to identify data that is important for management's decision making [6]. In BDA, data mining is one of the important processes in finding knowledge because it is related to searching data to find patterns from the whole data. It is used to analyze data describing data classes or to predict future data. [11].

Research that uses classification in predicting data has been widely applied to diagnose a disease, e.g. breast cancer [12], stroke [13], applied to diagnose pneumonia in toddlers [14]. In this study, using the C4.5 algorithm in providing predictive results by selecting or separating the characteristics



in each information available. The C4.5 algorithm is a widely used decision tree classification algorithm because it has the main advantages of being able to produce a decision tree that is easy to interpret, it has an acceptable level of accuracy, efficient in handling discrete and numeric type attributes [15] and also useful for exploring data, it can find a hidden relationship between a number of candidate input variables with a target variable [16]

The use of BDA is expected to produce a process that is full of information and knowledge that can help the of control URI effectively so that the cure rate for URI patients can increase as evidenced by the decrease in the number of control visits and the incidence of allergies by utilizing the patient's drug allergy history data, and reducing the length of waiting time for the drug input process by the doctor.

#### II. RESEARCH METHOD

Several stages that will be done in this design: (1) Data Collection (2) Big Data Analysis Process (3) Data Visualization (4) Designing the Mode

#### A. Data Collection

The data used are from the outpatients' data with a diagnosis of J00 or URI at dr. M. Suherman Clinic in 2017 - 2019. Collecting data through the reporting menu in the existing information system, obtained a total of 34973 events J00.

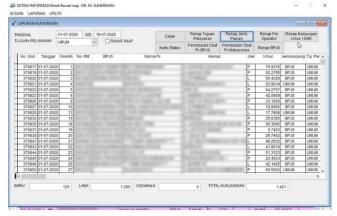


Fig. 1. The Page of Pasients' Visit Report

#### B. Big Data Analysis Process

Big data is a mixture of structured and unstructured data sets. The data typically consists of data in an unstructured format requiring large storage space and effort to manage. MapReduce is an analytical function which is capable to analyze larger distributed data sets, but traditional methods are not suitable for large data in which heterogeneity, speed and volume act as barriers to the analysis process. Big data is characterized by MySQL that has no schema, no data description language, but supports transaction processing. Parallel and distributed processing becomes standard approach implemented. The traditional methods that involved data storage, summary and online analytical processing are completely different as in big data. The next step is to use an advanced analytical approach, which includes a variety of methods and tools covering predictive analysis, data mining, statistical analysis, complex SQL, data visualization, artificial intelligence, and natural language processing.

characteristics of big data influence the need for specialized processing systems.

#### C. Data Visualization

Data visualization is an important part of big data analysis, especially when it comes to descriptive analysis. By the use of data visualization, we can read and analyze data in a visual form and then take values or insights from the data easily. To visualize data, we can create scripts in python language and help libraries such as Matplotlib, Bokeh, Seaborn, Ggplot, and so on. However, this study applies data visualization software. One of the software to simulate data is table.

# D. Recommendations of Therapy Treatment for URI Patients

An appropriate therapy formulation will be generated by collecting historical patient data as a recommendation for therapy of URI patients who come to the clinic. The therapy formulation is based on:

- 1. Patient identity data includes age, gender
- Physical examination data by nurses and doctors, including weight, temperature, and health complaints; Coughs, Colds, and Inflammation
- 3. Medical history data
- 4. Health facility drug formulary data

#### III. RESULTS

#### A. Process and Data Transformation

Processing only requires four attributes, such as: Category Age, weight, date of the treatment, complaints, and Disease Code as the objective attributes of this study. So that the data transformation process need to be processed, after the data transformation is carried out, the processing will be carried out using the C4.5 algorithm. Some transformations are carried out by creating groups of data on several attributes that have a sufficiently large range of data; including age, weight and fever:

Kategori	Usia
Anak	<=12
Dewasa	>12

	Suhu
Kategori	Badan
Demam	>37.3
Tidak	<=37.3

	Berat					
Kategori	Badan					
1	< 12 Kg					
2	12 - 25 Kg					
3	26-50 Kg					
4	> 50Kg					

Data samples that have been transformed can be seen in table 1.

					KELUHAN		OBAT													
ID	USIA	BERAT	DEMAM	BATUK	PILEK	SESAK	RADANG	PARACE TAMOL	METAM IRANE	AMBROX OL	GG	CETIRIZI NE	стм	AMOXICI LLIN	CEFADRO XIL	TRIAMCIN OLONE	DEXAME TASONE		PSEU DOEP HEDR INE	STATUS
1	DEWASA	> 50 Kg	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
2	DEWASA	> 50 Kg	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	KONTROL
3	DEWASA	> 50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
4	DEWASA	> 50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
5	DEWASA	> 50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
6	DEWASA	> 50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	YA.	TIDAK	TIDAK	TIDAK	YA	PERTAMA
7	DEWASA	>50 Kg	YA	TIDAK	TIDAK	TIDAK	YA	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	YA	TIDAK	TIDAK	YA	PERTAMA
8	DEWASA	>50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
9	DEWASA	>50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	YA	KONTROL
10	DEWASA	>50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	YA.	TIDAK	TIDAK	TIDAK	YA	PERTAMA
11	DEWASA	> 50 Kg	YA	YA	YA	TIDAK	YA	YA	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA.	TIDAK	TIDAK	TIDAK	YA	PERTAMA
12	ANAK	26 - 50 Kg	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	KONTROL
13	DEWASA	>50 Kg	YA	YA	YA	TIDAK	TIDAK	YA	TIDAK	YA	YA	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
14	DEWASA	>50 Kg	TIDAK	YA	YA	TIDAK	TIDAK	TIDAK	TIDAK	YA	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	TIDAK	YA	PERTAMA
_									-						-					
_									-						-					
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_																				
								_	_											
		26 - 50 Kg		YA		TIDAK	YA	ÝΑ			YA		TIDAK		TIDAK	TIDAK		TIDAK		KONTROL
34.972	ANAK DEWASA	12 - 25 Kg		TIDAK		TIDAK	YA YA	YA YA		TIDAK	TIDAK		TIDAK		TIDAK	TIDAK		TIDAK		KONTROL
34.973	DEWASA	>50 Kg	YA	IILIAK	IILIAK	IIDAK	YA	YA	HUAK	IIDAK	IIDAK	IILIAK	IIDAK	YA	HUAK	HUAK	HUAK	IIDAK	YA	KUNTKUL



### B. Total Entropy Value and Gain (Root)

Data processing begins by finding the total entropy of all attributes and then determining the highest gain. To get the gain value in the formation of a decision tree, it is necessary to first calculate the information value in bits from a collection of objects. The value of Entropy (X) indicates that X is a random attribute. The entropy value reaches a minimum value of 0, when all other pj=0 or are in the same class. In the C4.5 tree construction, each node of the tree is filled with attributes with the highest gain ratio value.

The process of finding total entropy and gain is done by grouping the data correctly, then calculating the data and using the entropy and gain search formulas for each data attribute.

	Jumlah	Status Periksa			
Atribute	Kasus	Pertama	Kontrol		
Usia					
Anak	13077	9792	3285		
Dewasa	21896	16467	5429		
Berat Badan					
< 12 Kg	937	720	217		
12 - 25 Kg	6980	5221	1759		
26 - 50 Kg	6113	4583	1530		
> 50 Kg	20943	15735	5208		
KELUHAN					
DEMAM, BATUK, PILEK, SESAK, RADANG	106	80	26		
DEMAM, BATUK, PILEK, SESAK	287	214	73		
DEMAM, BATUK, PILEK, RADANG	6313	4746	1567		
DEMAM, BATUK, SESAK, RADANG	87	58	29		
DEMAM, PILEK, SESAK, RADANG	13	12	1		
BATUK, PILEK, SESAK, RADANG	19	16	3		
DEMAM, BATUK, PILEK	10490	7821	2669		
DEMAM, BATUK, SESAK	133	91	42		
DEMAM, BATUK, RADANG	1980	1452	528		
DEMAM, PILEK, SESAK	20	16	4		
DEMAM, PILEK, RADANG	622	471	151		
DEMAM, SESAK, RADANG	40	31	9		
BATUK, PILEK, SESAK	124	94	30		
BATUK, PILEK, RADANG	562	426	136		
BATUK, SESAK, RADANG	14	10	4		
PILEK, SESAK, RADANG	3	2	1		
DEMAM, SESAK	53	41	12		
DEMAM, RADANG	4047	3062	985		
BATUK, PILEK	3590	2718	872		
BATUK, SESAK	3590	2718	872		
BATUK, RADANG	309	237	72		
PILEK, SESAK	12	9	3		
PILEK, RADANG	82	63	19		
SESAK, RADANG	14	10	4		
DEMAM, BATUK	1978	1485	493		
DEMAM, PILEK	1570	1207	363		
BATUK	1146	848	298		
PILEK	547	412	135		
SESAK	47	37	10		

Entropy is a parameter to measure the level of diversity (heterogeneity) of a data set. The greater the value of the entropy, the greater the diversity of a data set. The formula for calculating entropy is as follows:

$$Entropy(S) = -\sum_{i=1}^{m} p_i \log_2(p_i)$$

dimana:

m = jumlah kelas klasifikasi

 $p_i$  = jumlah proporsi sampel (peluang) untuk kelas i

Meanwhile, the formula for entropy in each variable is:

$$Entropy_A(S) = \sum_{v} \frac{|S_v|}{|S|} Entropy(S_v)$$

dimana:

A = variabel

v = nilai yang mungkin untuk variabel A

 $|S_v|$  = jumlah sampel untuk nilai v

|S| = jumlah sampel untuk seluruh sampel data

 $Entropy(S_v) = Entropy$  untuk sampel yang memiliki nilai v

	Jumlah	Status P			
Atribute	Kasus	Pertama	Kontrol	Entrophy	
DEMAM, BATUK, PILEK, SESAK,				0,803	
RADANG	106	80	26	,	
DEMAM, BATUK, PILEK, SESAK	287	214	73	0,817	
DEMAM, BATUK, PILEK, RADANG	6313	4746	1567	0,808	
DEMAM, BATUK, SESAK, RADANG	87	58	29	0,918	
DEMAM, PILEK, SESAK, RADANG	13	12	1	0,385	
BATUK, PILEK, SESAK, RADANG	19	16	3	0,629	
DEMAM, BATUK, PILEK	10490	7821	2669	0,818	
DEMAM, BATUK, SESAK	133	91	42	0,9	
DEMAM, BATUK, RADANG	1980	1452	528	0,837	
DEMAM, PILEK, SESAK	20	16	4	0,721	
DEMAM, PILEK, RADANG	622	471	151	0,8	
DEMAM, SESAK, RADANG	40	31	9	0,769	
BATUK, PILEK, SESAK	124	94	30	0,798	
BATUK, PILEK, RADANG	562	426	136	0,798	
BATUK, SESAK, RADANG	14	10	4	0,863	
PILEK, SESAK, RADANG	3	2	1	0,918	
DEMAM, SESAK	53	41	12	0,772	
DEMAM, RADANG	4047	3062	985	0,8	
BATUK, PILEK	3590	2718	872	0,8	
BATUK, SESAK	142	111	31	0,757	
BATUK, RADANG	309	237	72	0,783	
PILEK, SESAK	12	9	3	0,811	
PILEK, RADANG	82	63	19	0,781	
SESAK, RADANG	14	10	4	0,724	
DEMAM, BATUK	1978	1485	493	0,809	
DEMAM, PILEK	1570	1207	363	0,779	
BATUK	1146	848	298	0,826	
PILEK	547	412	135	0,806	
SESAK	47	37	10	0,746	
RADANG	623	479	144	0,779	

# IV. CONCLUSION AND RECOMMENDATION

#### A. Conclusion

As the effort to assist doctors in providing therapy for URI patients, by utilizing the output of Big Data Analysis as an alternative solution to these following problems:

- The application of big data analysis using the C.45 algorithm can be used to help researchers analyze therapy data for URI patients (J00) with several attributes that affect each patient's visit record in the future.
- This system is designed to help doctors determine drug recommendations in therapy treatment for URI patients.

# B. Recommendation

The next stage is how this system can be integrated with the existing information system in the Clinic of dr. M. Suherman.



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