Analysis of The Causes Inaccuracy in Diagnosis Codes For Injury Cases in Inpatient Patients at Citra Husada Hospital Jember
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ABSTRACT

The purpose of this study is to analyze the causes of inaccurate diagnosis codes in inpatient injury cases at Citra Husada Jember Hospital. This type of research is qualitative and uses the 5M theory (Man, Money, Method, Machine, Material). The improvement efforts were formulated using discussion methods. Data collection techniques used include interviews, observation, and documentation. The results of the study showed that in relation to the man element, the coding officer had good knowledge, had been working for 9 years, but had never attended training; in the money element, there were available funds for training; in the method element, there were available SOP codes; in the material element, there was incomplete filling of medical records for patients with injury cases; and in the machine element, ICD-10 was available. In conclusion, the causes of inaccurate diagnosis codes for inpatient injury cases at Citra Husada Jember Hospital were related to the man element, as the coding officer had never attended training, and the material element, due to the incompleteness of filling out patient medical records for injury cases. The improvement efforts suggested include involving coding officers in regular training on disease and action coding and conducting socialization to DPJP about the completeness of filling out patient medical records and asking more detailed questions to patients.

Keywords: Inaccuracy, External cause, Injury, 5M (Man, Money, Methode, Machine, Material)