

Efforts to Correct Incomplete Filling in Inpatient Medical Records With an Approach Plan, Do, Check, Action (PDCA) at Kaliwates General Hospital Jember

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ABSTRACT

The incompleteness in inpatient medical record filling affects the quality of medical record services, with an incompleteness rate of 48% at RSU Kaliwates Jember. The objective of this study is to develop improvement efforts for incomplete inpatient medical record filling using the Plan, Do, Check, Action (PDCA) approach. This study is classified as Action Research. Data collection techniques employed include interviews, observations, documentation, and discussions with six research subjects, 2 nurses, 2 doctors, 1 head of medical records, and 1 assembling staff member. The researcher prioritized problems using scoring techniques related to the causes of incomplete inpatient medical record filling. The findings of the study indicate that during the Plan phase, 5 issues were identified, inadequate knowledge of staff, lack of training on medical record filling, absence of SOP for inpatient medical record filling, no recognition for work achievements, and no sanctions for poor performance. The highest priority issue was the absence of SOP for inpatient medical record filling. During the Do phase, SOPs for inpatient medical record filling were developed and implemented for 3 months, from April to June 2024. In the Check phase, after reviewing 2322 inpatient medical record forms, it was found that the implementation of SOP successfully reduced the incompleteness rate from 58% to 26%. In the Action phase, the head of medical records at RSU Kaliwates Jember will conduct more regular SOP socializations related to inpatient medical record filling and place SOP for inpatient medical record filling in each medical record and inpatient staff workspace.

Keywords: *PDCA, Incomplete Medical Records, Inpatient.*