

Improvement efforts the incompleteness Forms of Informed Consent for Surgical Patients Using approach methods Plan, Do, Check, Action (PDCA) at the Balung Regional Hospital.

Selvia Juwita Swari, S.KM., M.Kes (Chief Counselor)

Chanesya Edgis Kristina Yusak

Health Information Management Study Program

Departement of Health

ABSTRACT

The standard for completeness in filling out informed consent after obtaining clear information is 100%. Based on the results of preliminary research in January-June 2023 it is known that the highest level of incompleteness in filling out informed consent for surgical patients occurred in March with a percentage of 82.99% and the lowest was in February with a percentage 73.57%. The aim of this research is to make efforts to correct the incompleteness of filling out informed consent in surgical patients using the Plan, Do, Check, Action approach. This type of research uses qualitative data collection techniques, namely interviews, observation, documentation and discussion with research subjects totaling 9 informants. The results of research at the planning stage revealed that the factors causing incompleteness in filling out informed consent were the lack of knowledge of officers regarding the responsibilities of implementing informed consent, not all officers received training in filling out informed consent and there was no SOP regarding filling out informed consent. Improvements at the do stage include creating SOPs and providing socialization on filling out informed consent. The results of the checking stage after the improvement efforts were carried out showed that there was a decrease in the number of incomplete filling out of surgical patient informed consent forms in June, namely 47.92% compared to before the improvements were carried out in May, namely 69,07%. The action stage of the improvement efforts that have been carried out is to carry out further evaluation of the SOPs that have been created and evaluate compliance with the training that has been implemented.

Keywords: *Management, PDCA, Informed consent*