

***Analysis of Factors Causing Diagnosis Code Inaccuracies
Non-insulin-dependent diabetes mellitus (E11.0-E11.9)
In the Inpatient Room Melati RSD Balung
dr. Novita Nuraini, M.A.R.S (Supervisor)***

Abdillah Ginda Haidar
*Health Information Management Study Program
Department of Health*

ABSTRACT

The inaccuracy of the Non-Insulin-Dependent Diabetes Mellitus diagnosis code in the Melati inpatient room at RSD Balung in 2023 reached 59.3%. This is not in accordance with the standard, where the accuracy rate of diagnosis coding must be 100%. The purpose of this study was to determine the factors causing inaccuracies in NIDDM diagnosis codes using Lawrence Green's behavioral theory. This type of research is qualitative with data collection techniques through observation, documentation, in-depth interviews, and written questions. The research subjects were 5 coders, 1 internal verifier, and 1 head of medical records. The results showed that the predisposing factor causing the inaccuracy of diagnosis codes in the knowledge variable was the lack of knowledge of coder officers regarding the 4th character and complications that exist in the diagnosis of NIDDM. In the work period variable, coder officers with less than 3 years of service have less code accuracy. While the training variable, the lack of training results in less accurate coder performance in coding. In the enabling factor, the facilities and infrastructure sub-variable is not a contributing factor to the inaccuracy of the NIDDM diagnosis code, because the facilities and infrastructure that support diagnosis coding activities are appropriate. In the reinforcing factor, the SOP sub variable is not a contributing factor to the inaccuracy of the NIDDM diagnosis code, because there is a Coding SOP as a reference, thus making officers do their work in accordance with the SOP. Suggestions from researchers are that the head of medical records is expected to conduct socialization and training for coder officers related to medical terminology and complications of NIDDM disease along with how to determine diagnosis codes, and evaluate coder officers regarding the results of coding NIDDM diagnoses. In addition, coder officers are expected to read and understand patient medical records carefully before coding.

Keywords : *Inaccuracy, NIDDM, Behavior, Medical Records, Diagnosis Code*