

Analysis of Factors Causing Inaccuracy of Non-Insulin-Dependent Diabetes Mellitus Codes in the Outpatient Unit of Husada Utama Hospital Surabaya
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ABSTRACT

The assignment of diagnosis codes was the process of determining codes consisting of a combination of letters and numbers based on ICD-10 guidelines. The accuracy of diagnosis coding was expected to reach 100%, but a preliminary study found an inaccuracy rate of 60% in NIDDM coding (18 out of 30 records). The purpose of this study was to analyze the factors causing the inaccuracy of NIDDM coding using Gibson's performance theory. This study used a qualitative approach with data collection techniques including interviews with 4 informants, observation, documentation, scoring, and discussion. The results of the study show that individual factors causing inaccurate NIDDM coding include coders relying on Excel code lists and not having an educational background in medical record science. Psychological factors include the absence of training and the lack of a reward and punishment system. Organizational factors involve the absence of coding audits and the lack of SPO coding socialization. Scoring results indicate that the main factor contributing to inaccurate NIDDM coding is coders who do not have an educational background in medical record science. The conclusion of this study is that inaccuracies in NIDDM coding are caused by ability, skill, and educational sub-variables in the individual factor; learning and motivation sub-variables in the psychological factor; and leadership and SPO sub-variables in the organizational factor. In the short term, solutions will include the socialization of coding SOPs, internal training, and coding audits; in the medium term, external training and the implementation of a reward and punishment system will be carried out; and in the long term, outpatient coders will be replaced with medical record graduates to meet the standard competency requirements for coding personnel.

Keywords: *Inaccuracy of Coding, Individual, Psychological, Organization*