

Analysis of Inaccuracies in the Codification of General Outpatient Medical Records based on ICD-10 at the Gesang Lumajang Community Health Center
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ABSTRACT

The accuracy of diagnosis codes refers to the precision in writing disease codes in accordance with the classification standards set out in the International Classification of Diseases (ICD-10). Preliminary study results obtained data on inaccuracy reaching 45.88% of 85 samples, whereas the accuracy rate for disease diagnosis coding should be 100%. The impact is the inaccuracy of disease morbidity data, which will affect the data on the top 10 diseases. The purpose of this study is to analyze the factors causing the behavior of coding officers that result in inaccuracies in the codification of general clinic patient medical records based on ICD-10 using Lawrence Green's behavioral theory based on predisposing, enabling, and driving factors. This was a qualitative study with data collection techniques including written tests, in-depth interviews, observation, documentation, ultrasound, and brainstorming with two general clinic coders and the person in charge of the UKP Puskesmas as research subjects. The results of the study on the causes of coding inaccuracy based on predisposing factors include coding officers who do not have a medical recording background, lack of coder knowledge, and attitudes that do not support the coding process in accordance with classification standards. Supporting factors include the unavailability of ICD-10 and coders who have never attended training related to coding. Enabling factors included the absence of a reward and punishment system and the absence of SOPs for disease coding. The priority issue that must be resolved is the coders' lack of knowledge about the procedures for coding with ICD-10. The conclusion of this study is that predisposing factors, supporting factors, and enabling factors are the causes of inaccuracies in the coding of general clinic patient medical records based on ICD-10 at the Gesang Lumajang Community Health Center. The recommendation is that the person in charge of the medical records unit provide training to both internal and external coding staff.

Keywords: *Analysis, ICD-10, Inaccuracy, Codification, Disease*