

**Literature Review : Factors Causing Inaccuracy Diagnosis Code
of Disease in Hospitals:**

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ABSTRACT

The inaccuracy rate of the diagnosis code in the hospital based on literature review is low. The inaccuracy of the diagnosis code has an impact on several things including the error in calculating various hospital statistics, the quality of the reports that will be used for service evaluation becomes out of sync, decreasing a service quality and incompatibility of service cost. Therefore, must do research about factor affecting innaccuracy diagnosis codes. The purpose of this research are analyze the factors that cause an inaccuracy of diagnosis code in the hospital. The object of this research is a journal. This research used literature review method on 22 journals. The results of the literature review are inaccuracy of the diagnosis code is caused by 1) Man factors: lack of knowledge, lack of experience, limited human resources, lack of accuracy, background, lack of communication and the tendency of officers to use smart books 2) Factor Method: there's no SOP , SOP is not specific, implementation of SOP is not optimal 3) Machine factor: lack of coding book, SIMRS is not optimal 4) Money factor: budget 5) Material factor: incomplete medical record documents. Alternative problem solving is by socializing the importance of code accuracy, providing training or workshops, updating SOP and SIMRS, adding supporting coding facilities, give rewards and punishments to employees and do periodic coding evaluations or audits. Recommendations generated in this study are necessary to disseminate the entire personnel about the importance of accuracy of the code and procedure coding the diagnosis, training or workshops against officers to improve their knowledge and competence, provision of continuing education for officers whose background does not correspond, the addition of personnel to balance workload in accordance with the required qualifications, giving punishment and reward to officers in carrying out their duties, conducting periodic coding audits, adding supporting facilities for coding, procuring budget funds, and analyzing the completeness of medical record files.

Key word: Hospital, Inaccuracy, Diagnoses code