

Analysis of Factors Causing Inaccuracy in Diabetes Mellitus Diagnosis Codes (E11.0-E11.9) in Outpatient Patients at Puskesmas Patrang, Jember Regency
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ABSTRACT

At Puskesmas Patrang, inaccuracies in the diabetes mellitus code (E11.0-E11.9) were found in the medical records of outpatient patients, with 19 cases (63%) out of 30 samples, whereas diagnosis coding should achieve 100% accuracy. The purpose of this study is to analyze the factors causing the inaccuracies in the diabetes mellitus diagnosis code (E11.0-E11.9) for outpatient patients at Puskesmas Patrang, Jember Regency. The type of research is qualitative using performance theory. The data collection techniques used are interviews, observations, documentation, and written tests. The research results indicate individual factors, namely that the officers have not fully implemented the coding process according to the ICD-10 coding steps, have not optimally determined the basic code for type 2 diabetes mellitus, do not fully understand the concept of dagger and asterisk combination codes, the educational qualifications of the officers do not meet the standards, and the use of the internet; psychological factors, namely that the officers have not fully adhered to the code checking procedures thru ICD-10 as the standard and still view code tracing thru volume 1 and volume 3 as something impractical and there is no special coding training; organizational factors, namely the incompleteness of ICD-10, job descriptions that are not specific, and the unavailability of SOP for diagnosis code determination. The research conclusion indicates that the factors causing the inaccuracy of diabetes mellitus diagnosis codes (E11.0-E11.9) consist of individual factors (ability, skill, education, and experience), psychological factors (attitude and learning), and organizational factors (resources, job description, and SOP).

Keywords: *inaccuracy of diagnosis codes, medical records, community health center*