

Review of Completeness of General Road Care Form in The Poli MTBS UPT Puskesmas Ngoresan in 2019

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Abstract—Puskesmas Ngoresan Surakarta has a number of outpatient forms for poly MTBS until 2019, namely 3,590 forms. The large number of forms raises several problems, such as incompleteness of filling in forms based on quantitative analysis where health workers who fill out the forms are not careful about the items. The purpose of this study was to determine the completeness of outpatient forms for the MTBS poly at Puskesmas Ngoresan Surakarta in 2019. This type of research is descriptive with research methods using observation, and interviews. Cross sectional research approach. Population of 3,590 forms with a sample of 97 outpatient forms of poly MTBS. The results of the data analysis show that the review of the completeness of the outpatient poly MTBS form on the identification review is 100% complete, the reporting review is 0% complete, the authentication review is 100% complete, the recording review is 0% complete. %. Factors that affect completeness include the doctor's discipline in filling in the DRM, the doctor's accuracy in paying attention to the items that should be filled in. The conclusion of the review Identification, Reporting, Authentication, and Recording states 2 reviews, namely identification and authentication 100% complete, and 2 reviews, namely recording and reporting 0% complete. Suggestions given to the results of this study are that the Surakarta Ngoresan Health Center should improve its performance so that the completeness of the four reviews can be optimal.

Keywords—Completeness, Quantitative, Outpatient, Puskesmas, MTBS

I. INTRODUCTION

Quality Assurance is a continuing program that is structured objectively and systematically to monitor and assess the quality of care for patients, use opportunities to improve patient care and solve problems that are revealed [1]. To achieve this goal, the filling or recording of medical records must be complete and in accordance with procedures, so that the information generated can be accounted for at a later date if there is a problem with the medical record file. Incomplete medical record documents will affect the quality of health services in a hospital. In order to avoid this, it is necessary to carry out a quantitative analysis. Quantitative analysis is a review or review of certain parts of the contents of medical records in order to find specific deficiencies related to medical record recording [2]. Quantitative analysis

consists of 4 components, namely patient identification review, reporting review, authentication review, and recording procedure review. The impact of incomplete medical record documents will result in unsustainable information. Quantitative analysis is needed because of the urge to identify whether something is missing [3]. The incompleteness of the medical record document is in accordance with the 4 components of quantitative analysis, namely patient identification review, reporting review, authentication review, and recording procedure review.

Based on the results of observations made at the MTBS Poli UPT Puskesmas Ngoresan Surakarta City regarding completeness of filling out general outpatient forms, it has never been done. From the preliminary survey which was conducted by taking 10 general outpatient forms belonging to patients who were taken randomly, it was found that the entire form was 100% incomplete. The incompleteness includes 4 components of quantitative analysis, namely patient identification review, reporting review, authentication review, and recording procedure review.

II. METHOD

A. Types and Research Design

This study uses a descriptive survey research method, which is carried out on a set of objects that aims to see a description of the phenomena that occur in a certain population [4]. This study uses a retrospective approach (research that tries to look back).

B. Research Variables

According to [4], variables can be interpreted as a concept that has various values, the identification of variables in this study are:

- Completeness of general outpatient forms based on four reviews.*
- Incomplete general outpatient forms based on four reviews.*
- Factors Causing incomplete general outpatient forms filling.*

1) Population and Sample

The following is the population and sample in the research conducted by the author:

1. Population

According to [4] population is the whole object of research. In this study, the number of general outpatient forms for MTBS poly UPT Puskesmas Ngorean Surakarta in 2019 with a total of 3,590 poly MTBS documents.

2. Sample

According to [4] the sample is part of the research object which is considered to represent the population.

a. Calculation of the number of samples

One method used to determine sample size is the Slovin formula. In the Slovin method, sampling is the number of samples needed in the study. If the sample is too small it can cause the study to be unable to describe the real population condition, on the other hand, too large a sample can lead to a waste of time. According to [5] the sample size was determined by the Slovin formula and from the calculation results obtained a sample of 97 forms of general outpatient medical records for the MTBS Poly.

b. Sampling technique

The sampling technique used in this study is Simple Random Sampling, which means that simple random sampling is a unit of the population that has the same opportunity to be selected as a sample.

2) Data Collection

1. Data Source

Primary Data

According to [6] primary data is data or facts obtained directly by data processors. In this study, primary data were obtained from observations of the General Outpatient Forms at the UPT Puskesmas Ngorean Surakarta City which included the completeness and incompleteness of the general outpatient forms for the Polyclinic MTBS Ngorean Puskesmas based on four reviews.

Secondary Data

According to [6] secondary data is data or facts obtained from other people. Secondary data in this study is the profile of the Puskesmas in the UPT Puskesmas Ngorean Surakarta City.

1. Data collection technique

Data collection techniques in this research are observation and interview methods. Observations were made on the MTBS Poli General Outpatient Form at the UPT Puskesmas Ngorean Surakarta City. Meanwhile, interviews were conducted with medical records officers and heads of medical records.

2. Research instrument

Research instruments are tools that will be used for data collection [7]. The instruments used in this study were:

a. Interview guidelines

The interview guide used in this researcher is in the form of a sheet of paper containing a number of questions used to obtain information.

b. Observation Guidelines

The observation guidelines used in this study were in the form

of sheets of paper which contained things the writer should know, namely by systematically analyzing the recording of outpatient medical record forms for the MTBS poly on the problem to be studied. Observation guide attached.

3) Data processing

The data processing stages in this research are regarding the completeness of the contents of the General Outpatient Form at the UPT Puskesmas Ngorean Surakarta City in 2019. Data processing includes

1. Editing

After the data is collected then the data is edited by examining the completeness or checking the data.

2. Classification

From the existing data, the complete and incomplete medical record documents are then classified.

3. Tabulation

From the results of data grouping, it is clarified by entering into a table form.

4. Presentation of Data

Presentation of the data from this research is in the form of descriptions and tables.

4) Data Analysis

The results of this study were analyzed descriptively, namely a study that describes or describes an actual situation [4]. The results of this study were analyzed descriptively, namely by describing or describing the completeness and incompleteness of the General Outpatient Forms at the UPT Puskesmas Ngorean Surakarta City in 2019 and presented in table form according to 4 Quantitative Analysis Reviews.

III. RESULT

The results of research conducted at the Surakarta Ngorean Health Center in 2019 with a sample size of 97 outpatient medical record documents of the MTBS polyclinic using 4 reviews as follows:

1. Identification Review

Based on the results of the management of completeness of filling in medical record documents for patients at the MTBS Polyclinic at Ngorean Surakarta Health Center in the identification review as follows:

Table 1 The Results of Reviewing the Identification of Medical Record Documents for Patients in the MTBS Polyclinic at the Ngorean Health Center, Surakarta, 2019

No.	Form Item Name	Result				Amount	
		L	%	TL	%	DRM	%
1.	No. RM	97	100	0	0	97	100
2.	Children's name	97	100	0	0	97	100
3.	Age	97	100	0	0	97	100
4.	Weight	97	100	0	0	97	100
5.	Body Temperature	97	100	0	0	97	100
6.	First/return Visit	97	100	0	0	97	100

Source: Processed data from Puskesmas Ngorean Surakarta in 2019

Information: L: Complete; TL: Incomplete; DRM: Dokumen Rekam Medis

Based on table 1, the results obtained from a review of the identification of document identification documents of the MTBS Polyclinic at the Ngorean Surakarta clinic in 2019 were 97 documents or 100% complete identification reviews and 0 documents or 0% incomplete. Based on the results of interviews conducted with Medical Record officers at the

Ngoresan Surakarta Health Center, the causes of completeness were (1) the accuracy of the officers who paid attention to the items that should be filled in, (2) the officers' awareness of the importance of completeness of patient medical information, as a solution to maintaining completeness of filling medical record documents of outpatient MTBS polyclinic at Puskesmas Ngoresan Surakarta, namely by making policies, guidelines and SPO regarding filling out medical record documents. This is in accordance with the results of interviews with medical record officers about the problem of processing medical record form data.

According to [7] the identification review on the medical record document sheet must be included and accompanied by the patient's name, No. RM, date of birth, and age, gender, and complete address. With this theory, the items in the patient identification section on the medical record form must be filled in completely, with the aim of being able to provide clear, accurate information and that there are patient identification items that have been included on the form so that they are filled in completely if there are items that are not filled in resulting in the document not being filled. complete.

2. Reporting Review

Based on the results of the management of completeness of filling in medical record documents for patients at the MTBS Polyclinic at Ngoresan Surakarta Health Center in the reporting review as follows:

Table 2 Results of Review of Reporting of Medical Record Documents for Patients in the MTBS Polyclinic at the Ngoresan Health Center, Surakarta, 2019

No	Form Item Name	Result				Amount	
		L	%	TL	%	DRM	%
1.	What is the mother's son?	97	100	0	0	97	100
2.	Checking General Danger Signs	80	82,47	17	17,53	97	100
3.	Does the child cough or have difficulty breathing	81	83,50	16	16,50	97	100
4.	Have Diarrhea Children	73	75,26	24	24,74	97	100
5.	Has a Fever Child	71	73,19	26	26,81	97	100
6.	Does Your Child Have Ear Problems	28	28,86	69	71,14	97	100
7.	Checking Nutritional Status and Amnesia	97	100	0	0	97	100
8.	Checking the Child's Immunization Status	97	100	0	0	97	100
9.	Checking Giving Vit.A In Children	97	100	0	0	97	100
10.	Perform a Child Feeding Assessment	0	0	97	100	97	100
11.	Mother's advice	97	100	0	0	97	100

Source: Processed data from Puskesmas Ngoresan Surakarta in 2019

Information : L: Complete; TL: Incomplete; DRM: Dokumen Rekam Medis

Based on table 2, the results obtained from a review of the medical record document reporting of patients at the MTBS Polyclinic at Ngoresan Surakarta Health Center in 2019 for the highest completeness were the items of the child, the mother was sick, checking the nutritional status and amnesia, checking the child's immunization status, checking the provision of vitamin A to children, and advice mothers with the same score, namely 97 documents or 100% complete. Meanwhile, the highest result of incompleteness was the item to evaluate the feeding of children, which was 97 documents or 100%. A total of 0 documents or 0% complete reporting review. Meanwhile, as many as 97 documents or 100% of the reporting reviews were incomplete.

According to [7] the completeness of the items in the reporting review is very important because it is to know when and at what time the patient is examined and what reports must be available according to the patient's disease course. Efforts that can be made by Puskesmas Ngoresan Surakarta in dealing with incompleteness in reporting reviews so that the information contained in the medical record documents of outpatients at the MTBS polyclinic is accurate. outpatient medical record documents.

3. Authentication Review

Based on the results of the management of completeness of filling in medical record documents for patients at the MTBS Polyclinic at Ngoresan Surakarta Health Center in the authentication review as follows:

Table 3 Results of the Review of the Authentication of Medical Record Documents for Patients in the MTBS Polyclinic at the Ngoresan Health Center, Surakarta, 2019

No	Form Item Name	Result				Amount	
		L	%	TL	%	DRM	%
1.	DPJP Signature	97	100	0	0	97	100
2.	Name of Light & Title of DPJP	97	100	0	0	97	100
3.	Patient / Family Signature and Name	97	100	0	0	97	100

Source: Processed data from Puskesmas Ngoresan Surakarta in 2019

Information: L: Complete; TL: Incomplete; DRM: Dokumen Rekam Medis

Based on table 3, the results obtained from the review of document authentication documents of the MTBS Polyclinic at the Ngoresan Surakarta Public Health Center in 2019 were 97 documents or 100% complete authentication reviews and as many as 0 documents or 0% incomplete.

Based on the results of interviews conducted with Medical Record officers at the Puskesmas Ngoresan Surakarta, the causes of completeness were (1) the accuracy of the officers who paid attention to the items that should be filled in, (2) the officers' awareness of the importance of completing patient medical information, as a solution to maintaining completeness of filling medical record documents of outpatient MTBS polyclinic at Puskesmas Ngoresan Surakarta, namely by making policies, guidelines and SPO regarding filling out medical record documents.

This is in accordance with the results of interviews with medical record officers about the problem of processing medical record form data. According to [7] detailed and complete recordings can be an important tool in assessing, managing all future risks as well as functioning as a sign of

legal evidence that can be justified legally. Efforts that can be made to maintain it are maintaining coordination and helping each other to work together with related unit to keep signing and bright names when recording the results of examination of patients.

4. Listing Review

Based on the results of the management of completeness of filling in medical record documents for patients at the MTBS Polyclinic at Ngoreasan Surakarta Health Center in the recording review as follows:

Table 4. Results of a Review of Recording of Medical Record Documents for Patients in the MTBS Polyclinic at the Ngoreasan Health Center, Surakarta, 2019

No	Form Item Name	Result				Amount	
		L	%	TL	%	DM	%
1.	No Write Deletion With Type-X	13	13,4	84	86,6	97	10
2.	There are no scribbles on the handwriting that are not accompanied by initials	9	9,28	88	90,7	97	10
3.	Readable And Understandable Doctor's Writing	97	100	0	0	97	10

Source: Processed data from Puskesmas Ngoreasan Surakarta in 2019

Information : L : Complete; TL : Incomplete; DRM : Dokumen Rekam Medis

Based on table 4, the results obtained from a review of the medical record documents of patients in the MTBS Polyclinic at the Ngoreasan Surakarta clinic in 2019 for the highest completeness were in doctor's writing items that could be read and understood with a value of 97 documents or 100% complete. Meanwhile, the highest result of incompleteness was that the item had no scribbles on the handwritten without initials, namely 88 documents or 90.72%. as many as 0 documents or as much as 0% complete recording review. Meanwhile, 97 forms or 100% of the listing reviews were incomplete.

This is in accordance with the results of interviews with medical record officers about the problem of processing medical record form data. The impact of the incompleteness of the medical record documents of patients at the Ngoreasan Surakarta clinic for MTBS is to reduce the use value of the patient's medical record documents because the way of justifying recording through deletion is not appropriate according to [7] that all records must be signed by a doctor or other medical personnel in accordance with their authority and written in writing. bright name and given a date, deletion by crossed out once given the correct and initial date, because correcting errors is a very important aspect of documentation

The efforts that can be made by Puskesmas Ngoreasan Surakarta in dealing with incompleteness in recording reviews so that the use value of the outpatient medical record documents of the IMCI Polyclinic at Puskesmas Ngoreasan Surakarta is not reduced, the officers should not delete the wrong writing in the patient's medical record document. and signed or initials and given a date.

5. Percentage of complete and incomplete medical record document

Table 5. Results of Calculation of Complete and Incomplete IMCI Polyclinic Patient Medical Record Documents at Ngoreasan Surakarta Health Center

No	Documents of Medical Records for Patients in the MTBS Polyclinic of the Puskesmas Ngoreasan	Amount	%
1.	Complete	0	0
2.	Incomplete	97	100

Source: Processed data from Puskesmas Ngoreasan Surakarta in 2019

Based on table 5 above, it can be concluded that the complete medical records of patients at the MTBS Polyclinic at Ngoreasan Surakarta Puskesmas are complete with a percentage of 0%, meaning that out of the 97 medical record documents studied there were no complete medical records, while the medical records of patients in the MTBS polyclinic at Ngoreasan Surakarta Puskesmas were incomplete with a percentage. 100% means that out of the 97 medical record forms examined, the medical records are incomplete. The reason why the results of the quantitative calculation of the patient's medical record documents are said to be incomplete is due to the lack of accuracy of the staff and often ignoring the items that should be filled in, the staff's lack of attention to the importance of completing patient medical information, sometimes doctors also rush in filling out patient documents causing incompleteness charging becomes high.

6. Factors Causing Incomplete Completion of Medical Record Forms for Patients in the IMCI Polyclinic of Ngoreasan Surakarta Health Center 2019

The causes of incompleteness are (1) indiscipline of doctors and nurses in filling out medical record document data on items on the IMCI form, (2) lack of accuracy of officers and often ignoring items that should be filled in, (3) lack of attention of officers to the importance of completeness of information medical patients, (4) there is no SOP regulating the completeness of the form. (Source of interview results).

While efforts to maintain / improve the completeness factor, namely, (1) the existence of training on maintaining quality, especially in quantitative analysis of the medical record document for medical personnel, (2) support for procedures that govern quantitative analysis, (3) need strict sanctions if not carry out the completeness of medical record documents. (4) the officer does not use the x-type in the erasure, just cross it once with the date and initials and the officer should fill in every item even though only the sign (-) For completeness, it is in accordance with the SOP and in accordance with the applicable procedures at the UPT Puskesmas Ngoreasan Surakarta.

IV. CONCLUSION

Based on the results of the analysis of the completeness and incompleteness of the medical record documents of the MTBS Polyclinic at the Ngoreasan Surakarta Health Center in 2019, the following conclusions can be drawn:

1. Completeness of the General Outpatient Form based on quantitative analysis which includes four reviews at the Poli MTBS UPT Puskesmas Ngorestan Surakarta City in 2019, the Identification Review obtained results as many as 97 documents or 100% complete, Reporting reviews obtained as many as 0 documents or 0% Complete, Review Authentication results in as many as 97 documents or 100% complete, review of records obtained as many as 0 documents or 0% complete.
2. Incomplete General Outpatient Forms based on quantitative analysis which includes four reviews at the Poli MTBS UPT Puskesmas Ngorestan Surakarta City in 2019, the Identification Review obtained results as many as 0 documents or 0% Incomplete, Reporting Review results obtained as many as 97 documents or 100% Incomplete, Authentication Review results were 0 documents or 0% Incomplete, Review of records obtained results as many as 97 documents or 100% Incomplete.
3. Factors that influence the incompleteness of general outpatient forms based on quantitative analysis which includes four reviews at the IMCI UPT Puskesmas Ngorestan Surakarta City in 2019 is the indiscipline of

doctors or nurses in filling out medical record documents for the MTBS Polyclinic at Ngorestan Puskesmas Surakarta, the lack of accuracy of officers and often neglecting items that should be filled in, the staff's lack of attention to the importance of completing patient medical information, and the absence of SOPs regarding the completeness of the form.

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