

Completeness of inpatient medical resume filling

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Abstract

Medical resume is an important and basic sheet in inpatient medical records so it needs to be filled out completely because it is important in the process of patient treatment, insurance claims, compliance with accreditation standards, and legal evidence. However, in reality there are still many medical resumes that have not been filled out completely. The purpose of this study was to determine and the causes of incomplete filling of inpatient medical resumes. This study uses a literature review method that analyzes the results of six previous studies with relevant themes. Based on the results of this literature review study, it can be said that filling in inpatient medical resumes based on quantitative analysis of the six journals reviewed has not reached 100% (51.60% - 87.42%) and the dominant cause of incomplete filling is due to resource factors. human beings, besides that there are no SOPs and socialization of filling out medical resumes and limited facilities.

Keywords: *completeness; causes of completeness; medical resume;*

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Introduction

Medical record services play a role as an important supporting service because it aims to support the smooth operation of the hospital. Well-organized and correct medical records also support the success of the hospital's efforts to improve the quality of health services (Ningsih 2017). According to Permenkes 269/Menkes/Per/III/2008, what is meant by a medical record is a file containing notes and documents regarding patient identity, examination, treatment, actions, and other services that have been provided to patients.

One of the contents of an inpatient medical record is a resume. the resume is a summary of all information related to the disease, examination, and treatment carried out and its preparation must be written by the doctor immediately after the patient leaves or goes home (Utomo 2016). the resume is useful as information for patient referrals fulfills requests for official bodies or individuals such as insurance and is a guarantee for medical services. Therefore, the resume must be filled in completely by the doctor in charge so that the resume can be used optimally (Sugiyanto et al. 2018).

The resume is also able to represent that the hospital has carried out its obligations in terms of filling out correct medical records so that it contributes to improving the quality of hospital services through fulfilling accreditation standards (Suhartina 2019). In addition, the completeness of the contents on a resume is also useful for doctors as evidence of the services provided by doctors to their patients in the event of a claim (Irmawan et al. 2016).

The incompleteness of filling resumes resulted in a decrease in the quality of medical records which ultimately had an impact on the quality of hospital services. In addition, the incomplete content of the resume hinders data processing and preparation of reports as well as patient insurance claims and can cause patient treatment to not run continuously (Susilowati and Markus 2018). Based on the description above, the authors are interested in conducting a literature review regarding the completeness of filling resumes for inpatients by reviewing or reviewing six journal articles related to the completeness of filling resumes for inpatients.

Method

The method used in this scientific article is a literature review or literature study using secondary data sources. The literature review is a method of collecting and extracting the essence of past research through text analysis (Snyder 2019). In this study, researchers searched and collected data from several research results whose sources came from journal articles obtained through internet searches.

The search process for journal articles is carried out through one database, namely Google Scholar, with search keywords: completeness resumes of inpatient medical to be more specific, the selection of articles is based on inclusion criteria, namely: the category of literature must be journaled articles in both Indonesian and English, journal articles must discuss the percentage of filling resumes and the causes of incomplete filling

resumes. Meanwhile, the exclusion criteria were articles that were incomplete and could not be downloaded.

From the results of a database search, 989 articles were found that matched the keywords with the year published 2012-2021. Next, a selection was made on the title to eliminate duplicate articles and chose the title of the article that was relevant to the research to produce 97 articles. In the next stage, a review was carried out on the abstract and full text and found 76 articles that were excluded because they did not meet the inclusion criteria, leaving 21 articles. The remaining articles were re-selected based on the exclusion criteria and 15 articles were excluded, leaving 6 articles to be reviewed.

The six articles are in accordance with the purpose of writing this scientific article, namely knowing the completeness of filling out resume an inpatient medical resume medical presentation of the data from the literature will be made into a table containing the name of the author/year, name, volume, and journal number, title, method/sample, results, and database sources.

Result and Discussion

Result

Tabel 1. Penyajian Hasil Pencarian Literatur

N o	Author (Year)	Journal Name, Volume, no	Title	Method (sampel)	Research Result	Source
1	Irmawan, Apit Widiarta, Rian Hidayatulla h 2016	Journal of Health, 4(1)	Review of the Completeness and Accuracy of Filling in Medical Resume of Inpatients in the Lung Room at the BLUD RSUD Ratu Zalecha Martapura 2012	Descriptive survey with case study design. 125 medical resumes	1. The average percentage of completeness is 51.60% of the components: a. patient identity data by 80.21%; b. Important reporting by 15.45%; c. authentication of 66.66%; d. good record of 100% 2. Factors that cause incompleteness are the lack of special medical record officers who handle the completeness of medical records, there is no time to complete because doctors are busy in dealing with patients and patients who go home when the doctor is on vacation..	Google Scholar
2	Anang Ramadan Tri Wardana, Sri Sugiarsi (2017)	Journal Records of Medical, 9(2)	Analysis of Completeness of Medical Resume Form Filling in Abortion Imminent Cases	Descriptive with a retrospective approach. 66 medical resumes	1. The average percentage of completeness is 78.52% of the components: a. patient identification by 89.09%; b. Important reporting by 72.72%; c. authentication of 82.57%; d. Good recording of 69.69%. 2. The causes of incompleteness are the lack of officers and the lack of thoroughness of officers in filling outpatient identities, doctors are very busy, and doctors lack discipline in filling out medical resume forms.	Google Scholar
3	Fitriyani Lubis (2017)	Fitriyani Lubis (2016)	Review of Incompleteness of Inpatient Medical Resume Writing at Imelda Indonesian Workers General Hospital (IPI) Medan 2016.	Quantitative descriptive. 50 medical resumes.	1. The average percentage of completeness is 72% of the components: a. Patient identification by 87%; b. Important reporting by 59%; c. Authentication by 70%; d. No good record review was carried out. 2. The cause of the incompleteness is that there is no socialization related to the workload of each officer, there is no Standard Operating Procedure (SOP) that regulates filling out medical resumes.	Google Scholar

No	Author (Tahun)	Journal Name, Volume, No	Title	Method (sampel)	Research Result	Source
4	Ani and Wiwik Viatiningsih 2015	Journal Indonesian of Health information managemen t5(1)	Review of Completeness of Medical Record Contents on Medical Resume Form for Surgical Cases at Haji Hospital Pondok Gede Jakarta in 2017.	Quantitative descriptive. 102 Medical Resume	<p>1. The average percentage of completeness is 80.39% of the components: a. patient identification by 99%; b. Important reporting by 77%; c. 76% authentication review; d. good record keeping of 69%.</p> <p>2. The factors causing the incompleteness are the busy and dense schedule of doctors, the lack of socialization of SOPs for filling out medical resumes, and the level of compliance of doctors in filling out medical resumes so that medical resumes are not completed immediately.</p>	Google Scholar
5	Hudiyati Agustini, Diaz Maulana 2018	Medicordhif , 5(1)	Overview of the Incomplete Completion of Medical Resume of Inpatients at Setia Mitra 2018	Descriptive. 169 medical resumes	<p>1. The average percentage of completeness is 87.42% of the components: a. Patient identification by 100%; b. Important reporting by 85%; c. Authentication of 95%; d. Good record of 69%.</p> <p>2. The factor causing the incompleteness is that doctors have limited time and there are limited facilities in the form of unavailability of doctor's stamp ink when needed.</p>	Google Scholar

6	Eny Yuniati, Ahmad Rifa'i 2020	Health Care Media 4(1)	Analysis Sheets of Medical Resume Inpatient Internal Diseases for the Period of 2018 at Islamic Hospital, Gondang Legi Malang	Quantitative descriptive. 95 medical resumes	<ol style="list-style-type: none"> 1. The average percentage of completeness is 82.76% of the components: a. 100% identification review; b. Important reporting reviews by 51%; c. 89% authentication review; d. Good record review of 76%. 2. The cause of the incompleteness is because in carrying out their work, some doctors and nurses have not adjusted to the applicable SOP. 	Google Scholar
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Based on table 1 above, the following results were obtained:

Completeness of the patient identification component in filling resume out the inpatient medical

According to the research results of Irmawan, Widiarta, and Hidayatullah (2016) of 125 resumes studied, the percentage of completeness of filling in the patient identification component is 80.21%. While the results of the research by Wardana and Sugiarsi (2017) stated that of the 66 resumes studied, the percentage of complete identification was 89.09%.

The results of Lubis' research (2017) showed that of the 50 resumes studied, the percentage of completeness based on patient identification was 87%. While the results of Ani and Vitianingsih's research (2017) showed that of the 102 resumes studied, the percentage of complete patient identification was 99%.

The results of research from Agustini and Maulana (2018) state that of the 169 resumes studied, the percentage of complete patient identification has reached 100%, this is in accordance with the results of Yuniati and Rifa'i's research (2020) whereof the 95 resumes studied, the percentage Completeness of patient identification reached 100%..

Completeness of important reporting components in filling out resumes for inpatients

Based on research conducted by (2016) of 125 resumes studied, the percentage of completeness of filling in important reporting components is 15.45%. While the results of the research by Wardana and Sugiarsi (2017) stated that of the 66 resumes studied, the percentage of completeness was 72.72%.

The results of Lubis' research (2016) show that of the 50 resumes studied, the percentage of completeness of the important reporting components is 59%. While the results of research by Ani and Vitianingsih (2017) stated that of the 102 resumes studied, the percentage of completeness of important reports was 77%.

In Agustini and Maulana's research (2018), 85% of the 169 resumes, while the results of the research by Yuniati and Rifa'i (2019) showed that of the 95 resumes studied, the percentage of completeness was 51%.

Completeness of the authentication component in filling out resumes for inpatients

According to the research of Irmawan, Widiarta, and Hidayatullah (2013) of 125 resumes studied, the percentage of completeness of filling in the authentication component is 66.66%. While the results of the research by Wardana and Sugiarsi (2015) stated that of the 66 resumes studied, the percentage of completeness of the authentication component was 82.57%.

The results of Lubis' research (2016) show that of the 50 resumes studied, the percentage of completeness of the authentication component is 70%. Meanwhile, Ani and Vitianingsih's research (2017) shows that of the 102 resumes studied, the percentage of completeness of the authentication component is 76%.

The results of research from Agustini and Maulana (2018) stated that of the 169 resumes studied, the percentage of completeness of the authentication component was 95%, while the results obtained by Yuniati and Rifa'i (2019) showed that of the 95 resumes studied, the percentage of completeness of components authentication of 89%.

The completeness of a good recording component in filling out resumes for inpatients

The results of the research of Irmawan, Widiarta, and Hidayatullah (2013) of 125 resumes studied, the percentage of completeness of filling out a good recording component has reached 100%, while in Wardana and Sugiarsi's research (2015)) shows that of the 66 resumes studied, the percentage of completeness of filling out the good recording components is 69.69%.

The results of Ani and Vitianingsih's research (2017) stated that of the 102 resumes studied, the percentage of completeness of a good record-keeping component was 69%. This is in line with Agustini and Maulana's research (2018), from 169 resumes studied, the percentage of completeness of a good record-keeping component is 69%.

Based on the results of Yuniati and Rifa'i's research (2019), of the 95 resumes studied, the percentage of completeness of a good record-keeping component was 76%, while an analysis of the completeness of a good record-keeping component was not carried out in Lubis' research.

percentage average resumes for inpatients

According to the research results of Irmawan, Widiarta, and Hidayatullah (2013) of 125 resumes studied, the average percentage of completeness of the four components is 51.60%. While the results of the research by Wardana and Sugiarsi (2015) showed that of the 66 resumes studied, the average percentage of completeness of the four components was 78.52%.

The results of Lubis' research (2016) show that of the 50 resumes studied, the average percentage of completeness of the three components is 72%. While the results of research by Ani and Vitianingsih (2017), from 102 resumes studied, the average percentage of completeness of the four components is 80.39%.

The results of research by Agustini and Maulana (2018), from 169 resumes studied, the average percentage of completeness of the four components is 87.42%. Meanwhile, the results of Yuniati and Rifa'i's research (2019), from the 95 resumes studied, the average percentage of completeness of the four components is 82.76%.

The causes of incompleteness in filling resumes for inpatients

According to the results of research by Irmawan, Widiarta, and Hidayatullah (2013), the factors causing the incompleteness are the lack of special medical records officers who handle the completeness of medical records, there is no time to complete due to the busyness of doctors in handling patients and patients who return home. when the doctor is on vacation. Meanwhile, according to the results of research by Wardana

and Sugiarsi (2015), the factors causing the incompleteness are the lack of officers and the lack of accuracy of officers in filling outpatient identities, doctors are very busy, lack of discipline of doctors in filling out resume medical

From Lubis' research (2016) it is known that the factor that causes incompleteness is the absence of SOPs that regulate filling out resumes and socialization related to the workload of each officer. Meanwhile, according to the results of research by Ani and Vitianingsih (2017), incompleteness is caused by the busy and busy schedule of doctors, the lack of socialization of SOPs for filling out resumes, and the level of doctor compliance in filling resumes medical

The results of Agustini and Maulana's research (2018), state that the cause of incompleteness is because doctors have limited time and there are limitations in providing facilities in the form of unavailability of doctor's stamp ink when needed. Meanwhile, according to research by Yuniati and Rifa'i (2019), the cause of the incompleteness is because in carrying out their work, as doctors and nurses they have not adjusted to the applicable SOPs.

Discussion

Completeness of filling resumes for inpatients

If you want to know the level of completeness of resumes, it can be done by analyzing the completeness using quantitative analysis. Quantitative analysis is an activity of examining the contents of medical records to find out any deficiencies, especially those related to writing medical records (Gunarti 2019). To see the completeness of the resume, the quantitative analysis is divided into four examination components:

- 1) Completeness of filling in the identification component on the patient's resume for inpatients

In the identification component, each resume must contain the patient's identity such as number, name, date of birth, gender, age, address, education, and religion. Medical records of inpatients can be called complete if there is a patient identity on each medical record form (Gunarti 2019).

Based on the results of the research from the six journal articles reviewed, the six journal articles conducted research on the patient identification component containing the patient identification number, name, date of birth, and gender, but only two journal articles whose percentage of complete identification components had reached 100%, namely Agustini and Maulana (2018) and Yuniati and Rifa'i (2019). While the other four journal articles have completeness of less than 100%.

- 2) Completeness of important reporting components in filling in resumes inpatient medical

Every service activity provided to patients must be written in an important report in the medical record. This important report is useful for knowing diagnoses, conclusions, and all actions that have been given to patients by health workers who treat patients.

Based on the results of the six journal articles reviewed, the six journal articles conducted research on the important report components, but the research results from the six journal articles stated that the completeness of filling resumes in the important report components was still less than 100%.

The information contained in the resume is a summary of all the care and treatment that has been given by health workers to their patients (Hatta 2013). The information in the resume is useful for patient return control and the basic cost of services (MOH, 2006). For this reason, filling in the important recording components on a resume medical.

- 3) The completeness of the authentication component in filling resumes out the inpatient medical

The completeness of the authentication component is in the form of a signature with a clear name accompanied by a stamp or seal from the DPJP. Based on the research results of the six journal articles reviewed, the six journal articles conducted research on the authentication component containing the name and signature of the DPJP, but the research results of the six journal articles had less than 100% completeness.

The authentication component should be filled in completely because incomplete authentication will result in the use of medical records as evidence in the law enforcement process being invalid.

- 4) The completeness of a good recording component in filling resumes out inpatient medical

A good recording component is seen from whether handwriting can be read, how to correct errors, and the use of terms used (Gunarti 2019).

Based on the results of research from six reviewed journals, there are five journal articles that conduct research on the components of good recording but there is only one journal article whose completeness reaches 100% namely Irmawan, Widiarta, and Hidayatullah (2013), while the other four journal articles still below 100% and one journal article did not examine the components of good record keeping.

- 5) The average percentage of completeness in filling resumes for inpatients

The completeness in filling resumes for inpatients can reflect the quality of medical records and services provided by the hospital (Nababan et al. 2020). Based on the results of research from six reviewed journal articles the average percentage of completeness in filling resumes for inpatients only reached 51.60% - 87.42%, which means it has not reached 100%, because from the results of the research the six journal articles still exist. many items were left unfilled in the four components of the quantitative analysis conducted by the researchers.

This is not in accordance with the standard stipulation of the Ministry of Health No. 129 of 2008 which states that medical records need to be filled in completely with 100% completeness standards for 24 hours after service.

Causes of incomplete filling resumes of inpatient medical

There are several reasons why resumes inpatient medical reviewed, namely:

1. Human resources (HR)

According to Permenkes No. 269/Menkes/Per/III/2008, the term resume is referred to as a discharge summary that must be made by doctors and dentists who carry outpatient care. Doctors who fill out resumes have an influence on the completeness of resumes for inpatients, where incomplete content on resumes are caused by busy doctors, lack of discipline, and level of doctor compliance when filling out resumes medical addition, in carrying out their work, some doctors and nurses are not in accordance with the applicable SOPs, the lack of a number of officers and the lack of thoroughness of officers are also the cause of the incomplete filling resumes of inpatient medical.

2. There is no SOP that regulates the filling of resumes, this certainly affects the completeness of medical records on the resume.
3. There has not been any socialization regarding the SOP for filling resumes medical.

Limited facilities such as the unavailability of doctor's stamp ink which can cause incompleteness in the authentication component.

Conclusion

Based on the results review of six journal articles that have been carried out, the average percentage of completeness in filling resumes for inpatients does not meet the standard for completeness of medical records because the percentage of completeness is still less than 100% (51.60% - 87.42%) with details of components, namely is The percentage of completeness of filling in patient identification on resumes inpatient medical, The percentage of completeness in filling out important reports on resumes inpatient medical, The percentage of completeness of filling out authentication on resumes for inpatients has not yet reached 100%, and The percentage of completeness of filling good records on the resume of inpatients, only one study with a percentage of completeness of 100%.

The cause of incomplete filling resumes for inpatients is dominated by human resource factors, namely busyness, lack of discipline, and doctor compliance, furthermore because the SOPs have not been implemented by some doctors and nurses, lack of number and accuracy of officers. In addition to the limited facilities, there is no SOP that regulates filling resumes and there is no socialization related to SOPs for filling resumes also contributed to the incompleteness of filling out resumes for inpatients.

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