



Open Access Indonesian Journal of Medical Reviews

Journal Homepage: <https://hmpublisher.com/index.php/OAIJMR>

Overview of the Implementation of Medical Record Maintenance at Tarakan Hospital Jakarta in 2021: A Qualitative Study

Tiara Noviliana^{1*}, Siswati¹, Puteri Fannya¹, Wiwik Viatiningsih¹

¹Medical Record and Health Information Program Study, Faculty of Health Science, Universitas Esa Unggul, Jakarta, Indonesia

ARTICLE INFO

Keywords:

Medical records
Health records
Hospital administration
Qualitative study
Hospital officer

*Corresponding author:

Tiara Noviliana

E-mail address:

tiaranoviliana23@gmail.com

All authors have reviewed and approved the final version of the manuscript.

<https://doi.org/10.37275/OAIJMR.v2i2.181>

ABSTRACT

A medical record is a file that contains notes and documents about patient identity, examination, treatment, actions, and other services that have been provided to patients. Medical records in carrying out maintenance and protection so that medical records are protected from damage and can facilitate the service process. This study discusses the process or activities of maintaining medical records at the Tarakan Hospital, Jakarta. The purpose of this study was to find out what factors could trigger the occurrence of damage or dangers to the medical record unit and to find out the preventive actions taken by the hospital in protecting medical records. This type of research uses a qualitative descriptive method, which describes the implementation of the maintenance of medical record files in the filing room in 2021. The implementation of medical record maintenance by medical record unit officers, it does not follow the SOP that has been set by Tarakan Hospital Jakarta. Constraints in maintaining medical records are seen from biological, chemical, environmental, and security factors. These obstacles are often the factors that cause damage to medical records such as dust, fire/coal on cigarettes, pests/insects, and chemical liquids and maintenance of medical records at the Tarakan Hospital.

1. Introduction

Hospital is a health service institution that provides complete individual health services that provide inpatient, outpatient, and emergency services. Hospitals also play an important role in providing high-quality health services for all patients and realizing optimal services for the entire community. An increase in the quality of health services must be accompanied by adequate supporting facilities, among others by starting the administration of medical records because every health service is supported by a system. medical record management.¹ Therefore, the hospital is obliged to maintain the confidentiality of the contents of the Medical Record file which contains records, patient identity, examination, patient history,

treatment, actions, and services provided to the patient.²

A medical record is a file containing records and documents regarding patient identity, examination, treatment, actions, and other services that have been provided to patients.³ Medical records are maintained as well as possible because, medical records for hospitals are a source of memory and as a source of information that must be accounted for, therefore it is necessary to store, secure, and maintain medical records, document maintenance from danger and damage.⁴

Medical record management is a form of medical support services. Health services need to be improved

from time to time. Medical records are a source of information as well as a means of communication needed by both patients and health care providers and other related parties (clinical, general hospital management, insurance, and so on), for consideration and determining a policy of treatment/processing or medical treatment.

Storage of medical records is a method or process for storing medical records in their place, where the medical records are ready to be used when needed by the patient because they are already available in the storage room. Medical record storage activities must be closely monitored because if the patient's medical record is not available when needed, it can be fatal.⁶ Storage of medical records aims to simplify and speed up the rediscovery of medical records stored in filing racks, easy to retrieve from storage, easy to return, protecting medical records from theft, physical, chemical, and biological damage.⁷ Storage systems based on their storage locations consist of centralized and decentralized. Meanwhile, based on the presentation method, it is divided into 3, namely, straight numerical filing (SNF), middle digit filing (MDF), and terminal digit filing (TDF).⁸

In the implementation of medical record maintenance, there are still many medical record unit employees who pay less attention to maintenance in the medical record room, such as not being monitored for the cleanliness of the shelves from dust and even the medical record storage room itself and still not paying attention to the safety of medical records from pests, insects and other things that are dangerous. medical records and not obeying existing rules such as eating and drinking in storage areas, lack of attention to humidity temperature in the medical record room. This study aims to describe the implementation of medical record maintenance at Tarakan Hospital Jakarta in 2021.

2. Methods

This research is a descriptive study. This research was conducted at Tarakan Hospital Jakarta in October-November 2021. The sources of information

in this study were the chairperson and filing staff at the Medical Record Unit at Tarakan Hospital. Data were collected by observation and interviews. In this study, interviews were conducted with the medical record officer and the head of the medical record to determine the implementation of medical record maintenance and to know the standard operating procedures for the protection of medical records. The analytical technique used is the descriptive qualitative analysis technique, namely data that describes research results that are following the actual situation obtained from the results of observations and interviews, regarding the implementation of medical record maintenance in the storage room/medical record unit.

3. Results and Discussion

Standard Operating Procedures (SOP) for securing and protecting medical records from loss and damage were set for the second revision on March 25th, 2019, and determined by the director of the Tarakan Hospital Jakarta. For naming the SPO, it is equivalent to the title being SPO for medical recordf protection. The procedure for maintaining medical records at the Tarakan Hospital is guided by the SPO, with document number 2.5/0.1/50 regarding the security and protection of files/medical records. In carrying out the maintenance of medical records, there are still officers who have not applied the Standard Operating Procedures (SOP) that apply at Tarakan Hospital, Jakarta.

The following is an excerpt from the interview of the depositary officer (Mr. G)

Mr.G.

“Proses pemeliharaan rekam medis disini sih udah sesuai SPO ya, petugasnya juga udah paham cara rawat rekam medisnya”
“Untuk SPO sudah di revisi tanggal 25 maret 2019 itu udah revisi kedua”

Mr.G.

(“The process of maintaining medical records here is already following the SOP, yes, the staff also understands how to take care of the medical records”
“The SOP has been revised on March 25, 2019, it's already the second revision”)

According to the Minister of Health (2010), Standard Operating Procedures (SOP) has an impact significant role in the success of the implementation of health services.¹ Standard operating procedures that are not appropriate will result in large losses such as errors in health services. The Minister of Health of the Republic of Indonesia has regulated medical service standards which include the National Guidelines for Medical Services (PNPK) and SOPs, which explain that the head of health facilities is obliged to form the preparation of SOP according to the type and level of the health service facility they lead.

The implementation of fumigation or action to eliminate/repel insects and rodents is carried out based on a request from the medical record unit to the sanitation section. The medical record unit believes that in the medical record unit there are no insects and rodents because they rarely find biological agents. Because of this belief, there is no visible effort to protect medical records from this. It can be said that they only rely on the sanitation department to carry out fumigation to remove biological agents. Meanwhile, according to a study by Daniyaturrizkiyah, one way to avoid attacks by insects or paper-eating pests is to put camphor in the storage area or spray it with chemicals regularly.⁹

The following is an excerpt from the interview with the medical recorder, Informant H & J.

Informan H

“Disini untuk fumigasi itu bagian IPRS, disini juga jarang si ada hewan kaya begitu paling nyamuk aja si

kalo disini” (Jakartanese)

Informant H

(“In here for fumigation is the part of the IPRS, it's also rare that there are animals like that here, the most mosquitoes are here”)

Informan J

“Paling banyak debu aja si di rekam medisnya,CS paling bersihin cuma lantai aja sama kalo ada sampah yang numpuk-numpuk dibuang” (Jakartanese)

Informant J

(“The most dust is in the medical record, CS only cleans the floor, it's the same if there is garbage piled up and thrown away.”)

Maintenance of medical record files from chemical factors looks very lacking. Lots of trash and cigarettes. Even though there was a ban on eating, drinking, and smoking in the storage room, the staff ignored the ban. This is very dangerous because cigarette sparks can scorch all medical record files at Tarakan Hospital Jakarta.

Based on the results of the study, the medical record storage rack is in a very dense condition and there are still many medical records in a state that is not arranged according to the rack number. This makes the cover of the medical record or the contents of the medical record folded, unreadable, and can even cause tears in the medical record. The temperature in the medical record room is quite cold. The temperature of the air conditioner that is installed is usually around 16-20°C, but even though the room has been provided with air conditioning, the door in the medical record room is always open so the temperature in the room is inconsistent.



Figure 1. Shelf for compiling medical records at Tarakan Hospital. (Source: personal documentation).

The security system used by the medical record unit in protecting medical records is minimal because it still uses an ordinary key as a security tool to enter the medical record unit, CCTV cameras and alarms are also available in every room. Not all employees understand the importance of the security system needed by the medical record unit, some already understand the importance of the existing security system but some feel that it is sufficient for the existing security. During the researcher's observation, several foreigners entered the medical record unit, even though they only asked questions. This proves that access to the medical record unit is very open.

Based on the results of the study, not all employees understand the importance of the security system needed by the medical record unit in protecting their medical records, some already understand the importance of the existing security system but some feel that it is sufficient for the existing security. In writing in front of the medical record unit, there is an inscription that is allowed to enter the medical record unit, only medical records employees are allowed. Patients or people other than medical record employees are not allowed to enter.

The medical record unit at Tarakan Hospital Jakarta is located in the basement where this room is very closed and located in the corner of the building, most of the employees are worried about the safety of the medical record unit in the event of an earthquake or other disaster. The medical record unit consists of four rooms, two of which are medical record storage rooms, namely the filing room and the logistics room. The following is an excerpt from the interview with the medical recorder, Informant C.

Informant C

“Agak khawatir si kalo lagi ada bencana soalnya kan dibawah pojok” (Jakartanese)

Informant C

("I'm a little worried if there is a disaster because it's under the corner")

For the storage of medical records, we have used iron shelves and no longer use wooden shelves. roll

o'pack Both types of racks already have fire protection. To store medical records, there are box folders, each of which has its number to classify medical records. The following is an excerpt from the interview of the medical recorder, Informant C.

Informan C

“Disini udah pake lemari yang tahan api si jadi nanti kalo terjadi kebakaran atau bencana lainnya keknya aman-aman aja” (Jakartanese)

Informant C

("I have used a fire-resistant cupboard here, so if there is a fire or other disaster, it will be safe")

Based on the results of research conducted by the author at Tarakan Hospital, Jakarta regarding the factors that affect the implementation of medical record maintenance can be seen from man, money, material, method, and machine.¹⁰⁻¹³ Man referred to in this study are human resources, namely medical record officers at Tarakan Hospital Jakarta by identifying based on officer education and officer knowledge.

Based on the results of interviews in the medical record unit, the officers in the medical record unit totaled 60 people. There are 20 people in charge of the filing section. The minimum education for filing officers is SMA (High School), S1 non-medical records, D3 medical records, and D4 medical records, which means that the medical record unit, especially in the filing section, is still not up to the standards that have been set.

While the money factor in question is the cost of organizing the procurement of goods related to medical records.^{14,15} Based on the results of research at the Tarakan Hospital, Jakarta, the medical record unit officers were aware of the costs of providing goods related to medical records, and no problems were found related to funding in the maintenance of medical records. The material referred to in this study is the storage of medical record shelves. The material referred to in this study is the type of shelf/storage cabinet. The use of open shelves and roll 'o pack types, and storage racks at Tarakan Hospital no longer use

wooden cabinets and have used safes and a centralized storage system.

Methods that are meant in this study refer to standard operating procedures (SOP) regarding the implementation of medical record maintenance at Tarakan Hospital, Jakarta. Based on the results of the study, the hospital already has an SOP regarding the maintenance of medical records with document number 2.5/0.1/50 regarding the security and protection of files/medical records to avoid loss and damage. Based on the results of the study, the implementation of medical record maintenance by officers was not following the SOP for maintenance of medical records that had been determined by the hospital.

The machines referred to in this study are facilities that support medical record maintenance activities, especially in the filing section, including printing machines for medical record cover maps, open shelves, and roll 'o packs as a means of storing medical records.^{16,17} Based on the results of the study, there were no problems related to equipment/facilities in the maintenance of medical records. It is expected that the computer system runs optimally to avoid errors and can guarantee the completeness of filling.

4. Conclusion

Standard operating procedures (SOP) are guided by SOP with Document Number 2.5/01/50 regarding the security and protection of medical record files from loss and damage. In the implementation of medical record maintenance by medical record unit officers, it has not been following the SOP that has been set by Tarakan Hospital Jakarta. Facilities and infrastructure in the maintenance of medical records that the medical record unit of the Tarakan Hospital Jakarta is located in the basement where this room is very closed and is in the corner of the building. This medical record unit consists of four rooms, namely 2 rooms are used as offices, one room is used as a filling room, and the last, the largest room is a logistics room or a place to store medical records for active and

inactive inpatients. Constraints in maintaining medical records are seen from biological, chemical, environmental, and security factors. These obstacles are often the factors that cause damage to medical records such as dust, fire/coal on cigarettes, pests/insects, and chemical liquids and maintenance of medical records at the Tarakan Hospital.

5. References

1. Permenkes. Regulation of the Minister of Health of the Republic of Indonesia Number 1438/MENKES/PER/IX/2010 concerning medical service standards. Indonesian Ministry of Health. 2010.
2. Kholili U. The introduction of medical record science to the community and the obligations of health workers in hospitals. *J Kesehatan Komunitas*. 2011; 1(2):60–72.
3. Permenkes. Regulation of the Minister of Health of the Republic of Indonesia Number 269/MENKES/PER/III/2008 concerning medical records. Kementrian Kesehatan Indonesia. 2008.
4. Sandika T, Ernianita. Overview of the implementation of maintenance of medical record documents in the filling room of Prof. Dr. Muhammad Ildrem Medan Mental Hospital 2018. *Ilmiah Perekam dan Informasi Kesehatan Imelda*. 2019; 4(1):560-6.
5. Yuliani N. Factors affecting the security of medical record files based on statutory regulations. *INFOKES J*. 2016; 6(1):55–65.
6. Setiatin S. Design of electronic-based inpatient medical record storage information system. *J Manajemen Informasi Kesehatan Indonesia*. 2017; 5(2).
7. Nurhasanah N. Overview Causes of damage to medical record documents in the filing section at BMC Mayapada Hospital. *J Innov Res Knowledge*. 2021; 1(4):473-8.
8. Fattimah H. A review of the implementation of the post-accreditation medical record file storage system at the Ngaglik 1 Health Center,

- Sleman Regency in 2017. STIKES Jenderal Ahmad Yani. 2017.
9. Daniyaturrizkiyah D. The influence of the work environment on employee performance at the secretariat of the Regional House of Representatives (DPRD) Ciamis Dini Regency. *Dinamika: Jurnal Ilmiah Ilmu Administrasi Negara*. 2011: 17–30.
 10. Ardiansyah M. Design of a motorcycle lock with a magnet based on a microcontroller. *E-Prints Polsri*. 2017; 3–24.
 11. Arif MR. Management of Medical Records Archives at Aminah Hospital Tangerang. Repository UIN Jakarta. 2018.
 12. Asmayanti IN. Overview of the governance of the outpatient medical record filing system at Datu Sanggul Rantau General Hospital in 2011. STIKES Husada Borneo. 2011.
 13. Kartika LN, Sugiarto A. The effect of competency level on the performance of office administration employees. *J Ekonomi Bisnis* 2014; 17(1):73–90.
 14. Meianti A, Rohman H, Mayretta A. Planning for the implementation of a medical record work unit for the Baturetno Wonogiri Pancasila Primary Clinic. *J Manajemen Informasi Kesehatan Indonesia*. 2018; 6(2):135.
 15. Musdalifah. Review of factors causing low bed occupancy rate (BOR). Sekolah Tinggi Ilmu Kesehatan Panakkukang. 2021.
 16. Puput MH, Widya TA. A review of the security and confidentiality aspects of medical record documents in the filling room of the Medan Lung Special Hospital (RSK). *J Ilmiah Perekam Informasi Kesehatan Imelda*. 2018; 3(2):510-8.
 17. Rifaniyati S. Literature review of the implementation of the SOP of the alignment system in the hospital medical record unit. *Rekam medis dan informasi kesehatan Makassar*. 2020.