ABSTRACT

Analysis of Factors Influencing the Inaccuracy of Diagnosis Codes in Inpatient Medical Record Documents at Lavalette Hospital. Annisa Tri Hapsari (2024), Final Assignment Report, Diploma-3 Program in Medical Records and Health Information, Department of Medical Records and Health Information, Malang Health Polytechnic, Eiska Rohmania Zein, S.ST., M.Kes, Dr. Endang Sri Dewi HS, M.QIH

The inaccuracy of diagnosis codes can affect healthcare service costs and the quality of morbidity and mortality information data reports. Based on preliminary study results, the accuracy of diagnosis codes in inpatient medical record documents at Lavalette Hospital was 65% (13 medical record document) and 35% inaccurate (7 medical record document). This study aims to determine the implementation of diagnosis coding in inpatient medical record documents at Lavalette Hospital, the percentage of accuracy and inaccuracy of diagnosis codes, as well as the factors influencing the inaccuracy of diagnosis codes. The method used in this study is a mixed methods approach with a retrospective approach where researchers use quantitative and qualitative methods simultaneously. This research was conducted in the medical record unit of Lavalette Hospital using a population of 4517 medical record document. The sample in this study consisted of 98 inpatient medical record documents with a sampling technique of simple random sampling and 2 coding officers as informants. Data collection was done through observation and interviews. Data analysis was conducted using descriptive analysis and univariate analysis. The results showed that the percentage of accuracy of diagnosis codes was 57.1% (56 documents) and the percentage of inaccuracy was 42.9% (42 documents). Factors influencing the inaccuracy of diagnosis codes in inpatient medical record documents at Lavalette Hospital were caused by the man element (coders have never attended diagnosis coding training), money element (lack of budget for coder training related to diagnosis coding), material element (guidelines for disease diagnosis abbreviations that are rarely used), machine element (use of different versions of ICD-10), method element (SOP for diagnosis coding that does not explain the procedure for finding diagnosis codes in ICD-10). To prevent the inaccuracy of diagnosis codes, hospitals need to provide budget for diagnosis coding training activities for coders, update guidelines for disease diagnosis abbreviations, and update coding SOP in accordance with coding rules.

Keywords: inaccuracy factors, diagnosis codes, medical records, inpatient