ABSTRACT

[Analysis of Factors Causing Inaccuracy in Diagnostic Codes Based on ICD-10 at Masyitoh Islamic Hospital Bangil]. [Fina Najma Azzahra (2024)], [Final Report], [Medical Record and Health Information Study Program], [Medical Record and Health Information Department], [Health Polytechnic Ministry of Health Malang], [Chyntia Vicky Alvionita, SST,,MBA], [Syndia Puspitasari, A.Md.SKM.,M.K.M]

The accuracy of diagnosis coding based on ICD-10 is essential to ensure data validity and the accuracy of hospital reports. However, inaccuracies in diagnosis coding are still found, caused by physicians' non-specific diagnoses and challenges faced by coding officers, such as dual job responsibilities. This study aimed to analyze the factors contributing to inaccuracies in diagnosis coding based on ICD-10 at RSI Masyitoh Bangil. The study employed a mixed-method design with a cross-sectional approach conducted at the Medical Record Unit of RSI Masyitoh Bangil. The sample consisted of 83 medical records, selected using a random sampling technique. Quantitative data were collected through observation of medical records, while qualitative data were obtained through in-depth interviews with coding officers. The instruments used were observation sheets and interview guidelines. The results showed that out of a total of 83 (100%) samples, inaccurate diagnosis coding based on ICD-10 occurred in 18 (21,68%) medical records, while accurate diagnosis coding was achieved in 65 (78,32%) medical records. The factors contributing to inaccuracy included the man aspect (coding officers with dual job responsibilities), method (standard operating procedures that were not sufficiently detailed, particularly in Chapter XIX), material (incomplete physician documentation and the use of abbreviations), and money (the absence of budget allocation for specialized training for coding officers). The machine factor was not found to affect the inaccuracy of diagnosis coding.

Keywords: Inaccuracy, Factors, Medical Records, Diagnosis