ABSTRACT

CLINICAL MEDICAL RECORD AUDIT DESCRIPTION FOR QUALITY CONTROL AND COST CONTROL IN HEALTHCARE SERVICES AT DHARMA YADNYA GENERAL HOSPITAL DENPASAR: A QUALITATIVE STUDY

Nichia Trinity Luisa Walangitan[1], Anak Agung Gde Oka Widana[2], I Gusti Agung Ngurah Putra Pradnyantara[3]

Program Diploma Tiga Rekam Medis dan Informasi Kesehatan
STIKES Wira Medika Bali

Clinical audit of medical records is an important effort to improve the quality of healthcare services and control costs in hospitals. However, inconsistent implementation and incomplete medical record documentation can affect its effectiveness. This study aimed to examine the implementation of clinical audits of medical records in supporting quality control and cost control at RSU Dharma Yadnya Denpasar. This study used a descriptive qualitative method, with data collection techniques including interviews and observations, and the data were analyzed using the Colaizzi 7-step method. The results showed that the implementation of clinical audits of medical records has followed a process in accordance with the Standard Operating Procedures (SOP), including sample selection, assessment, analysis, and the provision of recommendations. However, in practice, several discrepancies were found, such as audit implementation that was not consistently carried out according to schedule and incomplete medical record documentation. These conditions have resulted in the audit function not being optimal in supporting quality control and have caused obstacles in the claim process, thereby affecting cost control. Therefore, clinical audits of medical records play an important role in supporting quality and cost control; however, their implementation needs to be improved through consistent scheduling and increased compliance of healthcare personnel in completing medical records.

Keywords: *clinical audit, medical records, service quality, healthcare service costs*

ABSTRAK

GAMBARAN AUDIT KLINIS REKAM MEDIS UNTUK KENDALI MUTU DAN KENDALI BIAYA DALAM PELAYANAN KESEHATAN DI RUMAH SAKIT UMUM DHARMA YADNYA DENPASAR: STUDI KUALITATIF

Nichia Trinity Luisa Walangitan[1], Anak Agung Gde Oka Widana[2], I Gusti Agung Ngurah Putra Pradnyantara[3]
Program Diploma Tiga Rekam Medis dan Informasi Kesehatan
STIKES Wira Medika Bali

Audit klinis rekam medis merupakan salah satu upaya penting dalam meningkatkan mutu pelayanan dan mengendalikan biaya di rumah sakit, namun pelaksanaannya yang tidak konsisten serta ketidaklengkapan pengisian rekam medis dapat mempengaruhi efektivitasnya. Penelitian ini bertujuan untuk mengetahui pelaksanaan audit klinis rekam medis dalam mendukung kendali mutu dan kendali biaya di RSU Dharma Yadnya Denpasar. Penelitian ini menggunakan metode deskriptif kualitatif, dengan teknik pengumpulan data melalui wawancara, observasi, dan dianalisis menggunakan metode Colaizzi 7 Step. Hasil penelitian menunjukkan bahwa pelaksanaan audit klinis rekam medis telah memiliki alur yang sesuai dengan SOP, meliputi pemilihan sampel, penilaian, analisis, dan pemberian rekomendasi, namun dalam praktiknya masih ditemukan ketidaksesuaian, seperti pelaksanaan audit yang belum konsisten sesuai jadwal serta ketidaklengkapan pengisian rekam medis. Kondisi tersebut berdampak pada belum optimalnya fungsi audit dalam kendali mutu serta adanya kendala dalam proses klaim yang mempengaruhi kendali biaya. Dengan demikian, audit klinis rekam medis memiliki peran penting dalam mendukung kendali mutu dan kendali biaya, namun pelaksanaannya perlu ditingkatkan melalui penjadwalan yang konsisten dan peningkatan kepatuhan tenaga kesehatan dalam pengisian rekam medis.

Kata kunci: audit klinis, rekam medis, mutu pelayanan, biaya pelayanan kesehatan.