

SUMMARY

Effort to Improve the Doctors and Dentists Performance to Complete Filling up the Medical Record at Public Health Center in Surabaya

Public Health Center (Puskesmas) is the first level of the public health facilities. Doctors and dentists in the Puskesmas have to fill the medical record of patients. Medical record is an evidence of the services the doctors and dentists in the Puskesmas to the patient after the examination, treatment and therapy. According the Permenkes No. 269 year 2008 the medical records of the outpatients in the health care facilities at least consist the patient's identity, date and time, results of anamnesis, physical examination and medical support, diagnosis, management plan, treatment or therapy, other services have been given, any approval the necessary treatment, and especially for dentist patients is odontogram clinic.

Based on the result of the preliminary survey the patient medical records card at 13 public health centers in Surabaya during November 2014 period, then the medical record file incompleteness became a raised issue in this study which the average is 62.02%. Objective of this study is to draw up efforts to enhance the performance of doctors and dentists during fill up the medical records at Puskesmas in Surabaya. The conceptual framework of the doctors and dentists ability in fill up the medical record file was influenced by three factors, those are: individual factors, organizational factors, and environmental factors. In this study, the individual factors which examined include motivation, commitment, discipline and knowledge. Organization factors examined included the leadership and Standard Operational Procedure (SOP), and work environment factor was workload. Individual factors, organizational factors, and work environmental factors had very strong implications to influences the doctors and dentist ability on fill up the medical record file.

This research is an observational study, where is the retrieval of the data without providing any treatment to the respondent. The research design method is cross sectional approach. This research was conducted at Puskesmas in Surabaya region during March 2015 to June 2015. The population in this study includes all doctors and dentists in 62 Puskesmas as many as 354 respondents in the Surabaya city on 2015. Samples were taken from the population of as much as 84 doctors (general practitioner) and 46 dentists in Puskesmas of Surabaya city. The sampling technique in this study is using simple random sampling, means sampling this study using systematic random sampling. The independent variable in this study is the motivation, commitment, discipline, knowledge, leadership, SOP and workload. The dependent variable in this study is the performance of the doctors and dentists in fill up the medical records. The tool in this study was a questionnaire of individual factors, organizational factors and environmental factors, checklists accuracy and completeness of medical records and Focus Group Discussion (FGD) guidelines. The strategic issues based on the analysis the data from the significantly results the influency test.

The individual factors of the doctors and dentists are consists of motivation, commitment, discipline and knowledge. Motivation the doctors and dentists of Puskesmas in Surabaya have obtained very high. Also, the commitment the doctors and dentists was high. Discipline the doctors and dentists of Puskesmas in Surabaya have low. While the knowledge of doctors and dentist was average. Organizational factors in the PHC consists the leadership and the SOP. Head of Puskesmas leadership got enough. Medical records SOP doctors and dentists in public health centers founded that many of them have well understanding, and slightly difference to the number who less understanding. Working environment factors the doctor and dentist observed is the workload they have. The workload of doctors and dentists in Puskesmas founded that the majority was high. The performance of doctors and dentists are observed from the accuracy and completeness of the medical record. And majority of the doctors and dentists performance in Puskesmas founded is low. Base on the statistical test that some factors have any influences to the doctors and dentists performance in Puskesmas that is the discipline and workload.

Suggestions to Puskesmas are optimizing the counseling, guidance, evaluation and coordination by the Head of Puskesmas refer to medical records of the doctors and dentists regularly. Conduct any training on writing the medical records for doctors and dentists. Enhance the Head of Puskesmas do supervision periodically. Reward and punishment imposed to doctors and dentists who have been disciplined in completing the medical record. Medical records SOP enforcement for Puskesmas event they have ISO certification already or not. Suggestion for Surabaya District Health Office (Dinkes) is to apply the training programs related to the writing of medical records for Puskesmas in Surabaya. Organize the seminars for physicians and dentists about the legal aspects relating to Permenkes number 269 of 2008. Train every doctors and dentists newly recruited related to writing medical records. Conducting supervision related to the implementation of medical record to any health center in the city of Surabaya regularly. Improve and Puskesmas Information System (Simpus) completeness owned Puskesmas. Improve medical record sheet in accordance with the existing provisions on Permenkes number 269 on Medical Record, as well as family folder. Full fill the needs of physicians and dentists for Puskesmas accordingly the workload analysis.