

Research Article

Emergency Room Medical Record Modification to Optimize Patient Education at X Hospital

Modifikasi Rekam Medis IGD untuk Optimalisasi Edukasi Pasien di RS X

Engelbert Hariyanto¹, Wening Prastowo², Lilik Zuhriyah³

¹Master Program in Hospital Management Faculty of Medicine Universitas Brawijaya Malang

²Department of Forensic Medicine and Medicolegal Faculty of Medicine Universitas Brawijaya Malang

³Department of Public Health Sciences Preventive Medicine Faculty of Medicine Universitas Brawijaya Malang

ABSTRACT

Regularly delivering information to patients and their families becomes a challenge for medical personnel in the Emergency Room (ER). Patients, or their families, often do not remember that education about their illness has been delivered. It can also happen because family members who took the patients into the emergency room differed from those who received the education. This situation can lead to misunderstandings, especially if there are legal problems in the future. This study aimed to find the priority problem in the hospital, the root of the problem, and solutions to optimize patient education in the ER. The methods used in the problem-finding were interviews, Focus Group Discussions (FGD), and USG (Urgency, Seriousness, and Growth) scoring. The solution selection method used FGD, fishbone analysis, 5-whys table, and CARL (Capability, Accessible, Readiness, and Leverage) scoring. The problem found was the lack of optimal patient education in the ER. The priority of the root of the problem found was no written documentation in the patient's medical record regarding providing education to patients or families. The chosen solution was to modify the ER medical record by including a checklist of educational points and a column for patients or families to sign. Further research is needed to prove the effectiveness of this medical record modification in optimizing education in the ER.

Keywords: Hospital management, lawsuits, medical records, patient education

ABSTRAK

Penyampaian informasi kepada pasien dan keluarga sering menjadi tantangan bagi tenaga medis di Instalasi Gawat Darurat (IGD). Sering kali pasien atau keluarga tidak ingat bahwa mereka telah diberikan edukasi terkait penyakitnya. Hal tersebut dapat pula terjadi karena anggota keluarga yang mengantarkan pasien ke IGD berbeda dengan yang mendapat edukasi. Hal ini dikhawatirkan dapat menimbulkan kesalahpahaman terutama ketika ada masalah hukum di kemudian hari. Penelitian ini bertujuan untuk mencari prioritas masalah di rumah sakit, pencarian akar masalah serta menemukan solusi untuk optimalisasi edukasi pasien di IGD. Metode yang digunakan dalam pencarian masalah adalah wawancara, *Focus Group Discussion* (FGD), serta skoring USG (*Urgency, Seriousness dan Growth*). Metode pemilihan solusi menggunakan FGD, *fishbone analysis*, tabel 5 why's serta skoring CARL (*Capability, Accessible, Readiness dan Leverage*). Masalah yang ditemukan adalah kurang optimalnya edukasi pasien di IGD. Prioritas akar masalah yang ditemukan adalah belum ada nya dokumentasi tertulis pada rekam medis pasien mengenai pemberian edukasi kepada pasien atau keluarga. Solusi terpilih yaitu modifikasi terhadap rekam medis IGD dengan memasukkan *checklist* poin edukasi serta kolom bagi pasien atau keluarga untuk membubuhkan tanda tangan. Perlu dilakukan penelitian lanjutan untuk membuktikan efektifitas modifikasi rekam medis ini dalam optimalisasi edukasi di IGD.

Kata Kunci: Edukasi pasien, manajemen rumah sakit, tuntutan hukum, rekam medis

Correspondence: Engelbert Hariyanto. Master Program in Hospital Management Faculty of Medicine Universitas Brawijaya Malang, Jl. Veteran Malang Tel. +6285746924966 Email: engelbert@student.ub.ac.id

DOI: <http://dx.doi.org/10.21776/Article in Press>