



### Review of the Completeness of the Medical Resume Form Based on the Assessment Elements of Mirm 15 National Hospital Accreditation Standards (SNARS) at Imelda Pekerja Indonesia Hospital Medan 2021

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#### ABSTRACT

Incompleteness in filling out a medical resume will greatly affect the hospital's accreditation assessment listed in the MIRM 15 SNARS standard sub-group Issue 1.1. This study aims to determine the completeness of filling out the resume form based on the assessment elements of MIRM 15 SNARS Edition 1.1 at Imelda Pekerja Indonesia Hospital in Medan. This study uses quantitative and qualitative methods, with a population of 1,355 medical resume forms at Imelda Pekerja Indonesia Hospital Medan in November-December 2021 and a sample of 93 medical resumes which are completed into 100 medical resume forms. Based on the results of the study, it was found that 76 medical resume forms were filled (70%) and 30 medical resume forms were incomplete (30%). score Based on the assessment of SNARS Edition 1.1, the number of complete medical resume forms was 76% with a score of 5 (partially fulfilled) because the achievement range was 29%-79%. The highest completeness on the medical resume form at Imelda Pekerja Indonesia Hospital is found in the patient history component, diagnostic examination, therapeutic procedures and actions, drugs given and drugs when the patient leaves the hospital, the patient's health condition (current status) and follow-up instructions (100% ) Medical resume forms and the lowest completeness were found on physical examination (15%) indication of patients being treated (6%), comorbidities (12) and patient/family signatures (24%) of medical resume forms. Researchers suggest that there is a need for socialization that continuously increases knowledge to medical officers about filling out the complete medical resume form according to SNARS at Imelda Pekerja Indonesia Hospital in Medan.

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#### INTRODUCTION

Hospitals are a comprehensive part of social and medical organizations that function to provide complete health services to the community both in curative (curative), improvement (promotive), disease recovery (rehabilitative) and prevention (preventive). Various efforts have been made by the government and the community to improve the quality of hospital services, including hospital accreditation. A good medical record describes quality health services, while a poor medical record describes a poor quality of health services. (PERMENKES RI No 269, 2008)

The medical record must be completed in less than or no later than 24 hours after the completion of outpatient services or after the inpatient is decided to go home. Based on the Minister of Health Regulation number 269/Menkes/Per/III/2008, a medical resume is made as a summary of the services provided by health workers, especially doctors, during the treatment period until the patient is discharged from the hospital both alive and dead. The medical resume must be complete and made briefly accompanied by the name and signature of the doctor who treated the patient and can explain important information about the patient, especially the disease, examinations performed, and treatment obtained for the patient PERMENKES RI No. 269, 2008).

In SNARS Edition 1.1 there are standards related to medical records contained in the Medical

Information and Records Management (MIRM) standard group, the MIRM standard group contains 16 subgroups of standards, one of which is contained in MIRM 15 which is related to the completeness of filling out the *discharge summary*. Each assessment element in SNARS is assessed in the form of a score, namely a score of 10 (fully met) if the Hospital can meet the assessment element of at least 80%, a score of 5 (partially met) if the Hospital can meet the assessment element between 20%-79% and a score of 0 (not met) if the Hospital can only meet the assessment element of less than 20%. (KARS, 2018)

Based on the results of the research at dr. Soedono Madiun Hospital, the average completeness of the entire medical resume form (*discharge summary*) in accordance with SNARS Edition 1.1 was obtained, which was 60% that was completely filled out and 40% that was not completely filled out of 95 medical record files. The research on the completeness of filling out the *discharge summary* form conducted by Febri Sri Mardeni et al (2020) at Muhammadiyah Selogiri Hospital based on SNARS Edition 1 obtained the results of 65 *complete discharge summary* forms (11%) and 506 *incomplete discharge summary* forms (88%) Meanwhile, the results of the research conducted by Erlindai in 2021 at Haji Medan Hospital found problems in filling out incompleteness *discharge summary*, based on SNARS regulation Edition 1.1 in the MIRM standard subgroup 15 out of 23 *discharge summary* forms at Haji Medan Hospital, there are 3 *complete discharge summary* forms (13.04%) and 20 *discharge summary* forms that are not completely filled out (86.96%) (Pratiwi, 2020).

Based on the results of an initial survey conducted at the Imelda Pekerja Indonesia Hospital in Medan in 2021, from the observation results of 30 medical resume forms, there were 22 medical resume forms that were filled out completely (73.33%) and 8 medical resume forms that were not filled out completely (26.67%).

### METHOD

The type of research used is a combination of quantitative and qualitative methods or mixed methods, the population in this study is all medical resume forms in November-December 2021 as many as 1,355 forms and the samples in this study were obtained using the slovin formula obtained as many as 93 medical resumes which were rounded into 100 medical resume forms. The sampling technique used in this study is *simple random sampling* where taking sample forms from the population is carried out randomly without paying attention to the strata in the population, the instruments used in this study are observations, checklist sheets and interviews, the data collection used is primary data by conducting interviews to obtain information sources and secondary data in the form of data reports from the month November-December 2021 Imelda Pekerja Indonesia Hospital (Soekidjo, 2010).

### RESULTS AND DISCUSSION

#### Result

Table1 Characteristics of Respondents Based on Education

No	Name	Gender	Age	Education	Working Period
1.	Mrs. An	Woman	29 years	S1 Ners	3 Years
2.	Mr. P	Man	25 years	S1 Ners	2 Years

Based on the results of the interview conducted by the researcher at Imelda Pekerja Indonesia Hospital, it occurred about filling in patient indications and physical examinations, following the informant's statement about its incompleteness.

*"emm kelupaan sih dek maka ada bagian yang belum kami catat, apalagi klaw ada pasien gawat darurat kami lebih penting pemeriksaan sama dokter."* (Informan 1).

*"biasa pasien gawat darurat dk, kek kecelakaan gitu jadi langsung ditangani sama perawat atau dokter" (Informan 2).*

Based on the results of interviews conducted by researchers at Imelda Pekerja Indonesia Hospital, there was a factor of forgetfulness by nurses and patients/families when signing medical resume forms. The following is the informant's statement about the incompleteness of the medical resume in the signature section of the patient/family.

*"Iya dek, terkadang kami lupa untuk jelasin sama pasien untuk menandatangani lengkap apalagi kalau pasien pulang sore itu udah buru-buru banget, lagian kerjaan kami bukan itu aja dek." (Informan 2).*

*"mungkin karena pasien udah lama nunggu juga untuk prosedur keluar dari rs jadi ya suka mau cepat-cepat pulang, apalagi kalau sudah ditunggu keluarganya" (Informan 1).*

Table 2. of the total completeness of the summary of discharge contains medical history, physical examination, and diagnostic examination.

Medical history, physical examination, and diagnostic examination					
Complete		Incomplete		Total	
F	%	F	%	F	%
85	85%	15	15%	100	100%

Based on the results obtained in table 3.2, it is known that the completeness of medical resume forms in the components of medical history, physical examination, and diagnostic examination in November-December 2021 is 85 complete medical resume forms (85%) and incomplete as many as 15 medical resume forms (15%).

Table 3. The total completeness of the discharge summary contains indications of patients being treated, diagnoses, and other comorbidities

Indications of patients being treated, diagnosis, and other comorbid examinations					
Complete		Incomplete		Total	
F	%	F	%	F	%
82	82%	18	18%	100	100%

Based on the results obtained in table 3, it is known that the completeness of medical resume forms in the components of patient indications for treatment, diagnosis, and other comorbidities in November-December 2021 is 82 complete medical resume forms (82%) and incomplete as many as 18 medical resume forms (18%).

Table 4. The total completeness of the return summary contains the therapy and actions that have been carried out

Therapies and Actions That Have Been Done					
Complete		Incomplete		Total	
F	%	F	%	F	%
100	100%	0	0%	0	100%

Based on the results obtained in table 4, it is known that the completeness of medical resume forms in the therapy and action components that have been carried out in November-December is 100 complete medical resume forms (100%) and incomplete as many as 0 medical resume forms (0%).

Table 5. The number of completeness of the summary of discharge contains the drugs given during hospitalization and the drugs given after the patient is discharged from the hospital

Medications given during hospitalization and medications given after the patient is discharged from the hospital					
Complete		Incomplete		Total	
F	%	F	%	F	%
100	100%	0	0%	0	100%

Based on the results obtained in table 5, it is known that the completeness of the medical resume form on the drug component given during hospitalization and the drug given after the patient is discharged from the hospital in November-December is 100 complete medical resume forms (100%) and incomplete as many as 0 medical resume forms (0%).

Table 6. The number of completeness of the summary of discharge contains the patient's health condition (Present Status)

Patient's Health Condition (Present Status)					
Complete		Incomplete		Total	
F	%	F	%	F	%
100	100%	0	0%	0	100%

Based on the results obtained in table 6, it is known that the completeness of medical resume forms in the component of the patient's health condition (present status) in November-December is 100 complete medical resume forms (100%) and incomplete as many as 0 medical resume forms (0%).

Table 7. The results of the completion of the discharge summary contain follow-up instructions and are explained and signed by the patient and family

Follow-up instructions as well as explained and signed by the patient and family					
Complete		Incomplete		Total	
F	%	F	%	F	%
76	76%	24	24%	100	100%

Based on the results obtained in table 7, it is known that the completeness of medical resume forms in the follow-up instruction component and explained and signed by patients and families in November-December as many as 79 medical resume forms (79%) are complete and 24 medical resume forms are not filled out completely (24%).

Table 8. Completeness of the Medical Resume Form Based on the Assessment Elements of MIRM 15 SNARS Edition 1.1

Completeness of the Medical Resume Form Based on the Assessment Elements of MIRM 15 SNARS Edition 1.1					
Complete		Incomplete		Total	
F	%	F	%	F	%
70	70%	30	30%	100	100%

Based on the results obtained in table 8, it is known that the completeness of the medical resume form is based on the MIRM 15 SNARS Edition 1.1 Assessment Element, as many as 79 complete medical resume forms (79%) and incomplete as many as 30 medical resume forms (30%).

*Review of the Completeness of the Medical Resume Form Based on the Assessment Elements of Mirm 15 National Hospital Accreditation Standards (SNARS) at Imelda Pekerja Indonesia Hospital Medan 2021- John Barker Liem, et.al*

### Discussion

#### **The complete summary of the discharge contains a medical history, physical examination, and diagnostic examination**

Based on the results of the study, it is known that the completeness of medical resume forms in the components of medical history, physical examination, and diagnostic examination is as many as 80 complete medical resume forms (80%) and incomplete filling is found in physical examination as many as 20 medical resume forms (20%). The medical resume form at Imelda Pekerja Indonesia Hospital consists of a medical history, a physical examination, and a diagnostic examination. Incomplete filling is found in the physical examination of vital *signs* such as sensorium, tension, pulse, temperature and breath. Incomplete filling is because the nurse forgot to fill in or left behind in one of the temperature or tension parts of the vital signs. Filling out a medical resume in the components of medical history, physical examination, and diagnostic examination must be completed carefully so that it can be known by other health workers so that it can be used as a reference basis for disease treatment.

Based on the results of Reza's (2020) research, completeness in the physical examination of the level of completeness Part of the physical examination consists of consciousness, tension, pulse and RR. Many of the fillings in this section are complete because they are related to the patient's condition that must be controlled. As for the incomplete filling because the doctor forgot to fill in the tension and RR part or his consciousness and some were not filled at all because of a miscommunication between the doctor and the nurse (Pratiwi, 2020).

#### **The complete summary of discharge contains indications of patients being treated, diagnosis, and other comorbidities**

Based on the results of the study, it is known that the completeness of medical resume forms in the components of patient indications for treatment, diagnosis, and other comorbidities is 85 complete medical resume forms (85%) and incomplete as many as 15 medical resume forms (15%). Incomplete filling in the medical resume form components of patient indications being treated, diagnosis, and other comorbidities examinations, incomplete sections are found in patient indications and other comorbidities, incomplete filling is due to nurses forgetting to fill in these sections. Filling in patient indications and other comorbidities must be filled in completely so that information about the disease history can continue to be continuous, while filling in the diagnosis has been filled in completely consisting of an incoming diagnosis and an outgoing diagnosis which will be a determining factor in the patient's health services and related to BPJS claims, because if the diagnosis is incomplete, the BPJS claim will not be accepted.

Based on Erlindai's research (2021) Filling in the discharge summary on the components of the indication of admitted patients for treatment, diagnosis and other comorbidities must be completed so that information about the patient's disease history can be continuous. Incoming diagnosis, outgoing diagnosis (primary) and secondary diagnosis are very important because they can clearly describe the patient's disease so that follow-up treatment to the patient can be carried out appropriately, and related to BPJS claims (Erlindai, 2021).

#### **Complete Summary of Returns Contains Therapy and Actions**

Based on the results of the study, it is known that the completeness of the medical resume form in the therapy and action components that have been done is 100 complete medical resume forms (100%) complete and incomplete as many as 0 medical resume forms (0%).

The completeness of the medical resume form at Imelda Pekerja Indonesia Hospital on the components of therapy and actions that have been carried out has been filled in completely (100%). The filling of the medical resume must be in accordance with the therapy and actions that have been given by the nurses and doctors who examine them, the filling of the resume must be filled in accordance with the actions so that one day there will be no prosecution for the patient's family, and

*Review of the Completeness of the Medical Resume Form Based on the Assessment Elements of Mirm 15 National Hospital Accreditation Standards (SNARS) at Imelda Pekerja Indonesia Hospital Medan 2021- John Barker Liem, et.al*



for subsequent treatment, the initial actions that have been given can be known so that the content and actions can continue to be sustainable.

### **The completeness of the summary of going home contains the drugs given during hospitalization and the drugs given after the patient is discharged from the hospital**

Based on the results of the study, for the completeness of medical resume forms on the drug components given during hospitalization and drugs given after the patient is discharged from the hospital, as many as 100 medical resume forms (100%) are complete and incomplete as many as 0 medical resume forms (0%). Filling out the medical resume form on the drug component given during hospitalization and the drug given after the patient is discharged from the hospital has been filled in completely and is in accordance with the recommendations of SNARS Edition 1.1, because the drugs given from the hospital are used as the basis for the next treatment, so the drugs that have been listed before can be easily known and continue to be continuous with the disease, whether the drug should be continued or replaced with another drug.

### **Complete Summary of Discharge Contains Patient's Health Condition (Present Status)**

Based on the results of the study, for the completeness of medical resume forms in the component of the patient's health condition (present status), as many as 100 medical resume forms (100%) are complete and incomplete as many as 0 medical resume forms (0%). The medical resume form at Imelda Pekerja Indonesia Hospital Medan general hospital on the component at Imelda Pekerja Indonesia Hospital has been filled out completely in accordance with the recommendations of SNARS Edition 1.1, filling in complete data on the patient's health condition (*present* status) to find out the patient's condition when discharged from the hospital so that the hospital can evaluate the quality of services that have been provided to the patient.

### **The completeness of the discharge summary contains follow-up instructions and is explained and signed by the patient and family**

Based on the results of the study, for the completeness of medical resume forms in the follow-up instruction component and explained and signed by patients/families, as many as 76 medical resume forms (70%) were complete and 24 medical resume forms (24%) were not completed. On the medical resume form at Imelda Pekerja Indonesia Hospital, incomplete filling is found in the patient/family signature, there are several blank signatures and there are only signatures without the name of the signatory. The filling in the components described and signed by the patient and family must be complete so that the contents can be used when there is a request related to legal needs, there is proof of the name and signature of the doctor in charge of the patient, and witnesses from the patient/family.

Based on the results of the research of Reza (2020) The highest completeness in signatures because signatures are very important when there is a request from the court as the person in charge. As for the incomplete filling because doctors, medical personnel and patients' families forgot to sign and name the bright name (Pratiwi, 2020).

### **Completeness of the Return Summary Based on the Assessment Elements of MIRM 15 SNARS Edition 1.1**

Based on the results of the study, it is known that 76 medical resume forms are complete, complete (70%) and 30 incomplete medical resume forms (30%). Based on the SNARS Edition 1.1 assessment score, the number of completeness of the medical resume form was 76% with a score of 5 (partially fulfilled) because the achievement range was 29%-79%. The highest completeness of the medical resume form at Imelda Pekerja Indonesia Hospital is found in the components of the patient's history, diagnostic examination, diagnosis, therapeutic procedures and actions, medications given and medication when the patient is discharged from the hospital, the patient's health condition (*present*

*Review of the Completeness of the Medical Resume Form Based on the Assessment Elements of Mirm 15 National Hospital Accreditation Standards (SNARS) at Imelda Pekerja Indonesia Hospital Medan 2021- John Barker Liem, et.al*

status) and follow-up instructions as much as (100%) The medical resume form and the lowest completeness are found in the physical examination (15%), indications of the patient being treated (6%), comorbidities (12) and patient/family signatures as many as (24%) medical resume forms.

The main factor causing the incompleteness of filling out the medical resume form at Imelda Pekerja Indonesia Hospital is because the officer is not careful or unclear in providing information to patients. Filling in a complete and clear medical record will produce information that can be accepted by the patient because the medical record contains a history of diseases, diagnoses, actions, and medications given to the patient. The completeness of medical record documents will also make it easier for medical record personnel to carry out it and can be used as information for hospitals for evaluation and planning of future health services.

The completeness of filling out the discharge summary file is also very important, because in addition to being included in the SNARS Accreditation Assessment Element Edition 1.1, the incomplete filling out of the discharge summary form can also affect the BPJS health claim process which results in the hospital not getting reimbursement for patient care operational costs from BPJS and affects the quality of the hospital. According to research by Febri Sri Mardeni et al (2020) at Muhammadiyah Selogiri Hospital, it is stated that there are several factors that cause incompleteness in filling out the discharge summary, including workload or the number of patients so that doctors do not pay attention to the completeness of the discharge summary before being returned to the medical record unit, as well as the presence of patients who go home at their own request or patients who die when the doctor is not in the hospital so that the discharge summary has not been filled and returned to the medical record unit in an incomplete state (Mardeni, 2020)

### CONCLUSION

The completeness of the medical resume form at Imelda Pekerja Indonesia Hospital in November-December 2021 is in accordance with the assessment elements of MIRM 15 SNARS Edition 1.1 has been filled in completely (100%) on the components of patient history, diagnostic examination, diagnosis, therapeutic procedures and actions, drugs given and drugs when the patient is discharged from the hospital, the patient's health condition (present status) and follow-up instructions while the lowest completeness is in the physical examination section (15%), indications of treated patients (6%), comorbidities (12), and patient/family signatures (24%). The average completeness of the overall medical resume in accordance with SNARS Edition 1.1 is 70% and incomplete is 30% of 100 medical record files.

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