**Factors that cause compliance filling medical records in hospitals**

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**Received:** 20 July 2020  
**Accepted:** 04 September 2020

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**ABSTRACT**

Hospital recording system guidelines or known as medical records. Failure to fill medical records has an impact on the quality of service and hospital accreditation. The purpose of this study is to see what factors are the cause of non-compliance in filling Medical Records in hospitals throughout Indonesia. Research is a systematic review. The source of this research data comes from the literature obtained through the internet in the form of published research results regarding the causes of the inability of medical record documents in hospitals from all journals that have been published and can be accessed via the internet. Data was collected from 15 April 2020-10 July 2020. The results of the analysis through document review showed that the factors causing non-compliance of filling medical record documents at the High Hospital were human resources which were 66.6%, there was no clear and firm policy of 33.3%, facilities that did not support were 22.2% and limited funds by 11.1%. It is expected that each hospital must have a clear and firm policy in dealing with non-compliance with filling out this medical record document. With a clear and firm policy on the condition of HR unpreparedness, the facilities and financial conditions which will also be regulated in the policy can also be overcome at the same time.

**Keywords:** Non-compliance, Medical record, Hospital

**INTRODUCTION**

The hospital is one of the health facilities and a place for organizing health efforts and an organization with an open system and always interacts with its environment to achieve a dynamic balance and has the main function of serving the people who need health services. Hospital as a public organization consisting of several personnel with various disciplines, is expected to be able to provide essential health services to maintain the existence of a hospital. Qualified health services must be able to provide clear information about health services that will or have been carried out. Health effort is every activity to maintain and improve optimal health for the community. Health efforts are carried out with approaches to improving health (promotive), prevention of diseases (preventive), healing of diseases (curative) and recovery (rehabilitative) which are carried out thoroughly, integrated, and continuously. Law number 44 of 2009 article 29 concerning hospitals, describes the social function of hospitals, namely providing quality safe, anti-discrimination and effective health services by prioritizing patient interests in accordance with hospital service standards. Other hospital social functions are to provide clear, honest information about the rights and obligations of patients, respect and protect patient rights, and organize medical records. According to the Ministry of Health of the Republic of Indonesia, guidelines for the hospital recording system or known as the medical record, describes the written and inaccurate statement about the identity, history, physical determination, laboratory, diagnosis of all services and medical actions given to patients and treatment, whether hospitalized, outpatient or receiving emergency services. Quality hospital services are not
Research is a systematic review. The source of this research data comes from literature obtained through the internet (Google scholar) in the form of published research results on the causes of noncompliance in filling out Medical Records in hospitals from all journals that have been published and can be accessed via the internet. Data was collected from 15 April 2020 to 10 July 2020. 

The document inclusion criteria that are considered appropriate for conducting a systematic review are the journals of the study, which discusses the causes of non-compliance with the Completion of Medical Records and research locations throughout Indonesia (Figure 1).

Research data in the medical record family and health information from 2017-2020 amounted to 512 studies consisting of 274 research results (thesis and dissertation) and 238 published studies (Journals and proceedings). The data is then narrowed based on research that has been published in the form of journals consisting of 159 journals. This is done to maintain the recency of writing based on the latest research results. The research sample was 15 studies from various sites. The inclusion criterion is a study that examines the factors that cause non-compliance with Medical Record Document Completion.

The purpose of this study is to see what factors are the cause of non-compliance in filling Medical Record Documents in hospitals throughout Indonesia so that they can be input in overcoming the problem of non-compliance in filling out this Medical Record Document.

Data collection is done by determining the variables needed in this study with literature studies on the internet. The unit of analysis of this research is the journal.

Summary of research related to factors causing non-compliance with filling Medical Record Documents in hospital (Table 1). This table explains the summary that researchers took from various journals in Indonesia. There are 11 journals in the summary there are results obtained. It can be concluded that non-compliance with filling out medical record documents has done a lot of research. Table 1 explaining the examination of non-compliance with the majority of medical record filling documents carried out in a cross-sectional manner involving physician samples and observing documents. In general, researchers conducted a research study relating to non-compliance with filling out this medical record document in 4 indicators.

### Table 1: Research related to factors causing non-compliance with filling medical record documents at the hospital.

<table>
<thead>
<tr>
<th>Authors</th>
<th>Location</th>
<th>Samples</th>
<th>Study</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salmah Alaydrus</td>
<td>Semarang</td>
<td>Medical Record Documents, (100 documents)</td>
<td>Cross sectional</td>
<td>a. Completeness of special doctor 41.61% and completeness of resident 76.46%</td>
</tr>
<tr>
<td>Dan Gatot Suharto</td>
<td></td>
<td></td>
<td></td>
<td>b. The compliance of a resident doctor is better than that of a specialist doctor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>c. The reason for this is due to the absence of supervision by medical records officers and the absence of clear SOPs for all personnel both specialist doctors and resident doctors.</td>
</tr>
<tr>
<td>Doby Irawan</td>
<td>Malang</td>
<td>General practitioners and specialists (26 respondents)</td>
<td>Survey</td>
<td>a. There is no appeal to complete the medical record</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>b. Doctors hav-e not felt comfortable filling medical records</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>c. There is no reward for doctors who complete complete medical records</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>d. The SOP for filling out the medical record form is unclear</td>
</tr>
</tbody>
</table>

Continued.
<table>
<thead>
<tr>
<th>Authors</th>
<th>Location</th>
<th>Samples</th>
<th>Study</th>
<th>Results</th>
</tr>
</thead>
</table>
| Noviani Munsir, Nani Yuniar, Fifi Nirmala G, dan Suhadi | Hospital General Dewi Sartika | All of medical record document | Case study | a. The doctor forgot to write the medical record  
b. There is no permanent SOP in filling out medical record documents  
c. There are still many vacancies in the supply of manual medical record documents. |
| Nur Fadilah Dewi dan Karmelia Agustina | Hospital Dr. Kariadi Semarang | Head of medical records installation, doctor in charge of service, nurse, head of room, coordinator of general administration and human resources, in charge of facilities and infrastructure, and in charge of medical records | Qualitative | a. Lack of support for facilities and infrastructure for medical record installations  
b. Lack of doctor compliance to fill medical records  
c. Checking medical record documents has not gone well |
| Istirochah | Boyolali District General Hospital | 71 doctor in hospital | Cross sectional | a. There is no incentive for doctors who have compliance filling medical record documents  
b. Perception The operational standard of the procedure is limited to writing, resulting in non-compliance by doctors |
| Gita Kencan, Grace Rumengan, dan Fresley Hutapea | Kab. Bogor | All hospital leaders | Mix method (qualitative dan cross-sectional) | a. the absence of policies, guidelines and standard operating procedures for filling medical records,  
b. lack of awareness of health workers to fill medical records,  
c. absence of incomplete medical record data. |
| Indriwanto Sakidjan | Harapan Kita heart center hospital | Medical record document | Qualitative | a. Lack of responsibility, facilities, operational service standards, guidance, monitoring, and socialization. |
| Miftakhul Rohmah, dan Stefanus Supriyanto | Surabaya | Medical record document | Observational | a. File incompetence by 62%  
b. Reward and punishment systems have not been implemented  
c. Lack of coordination of health workers in health services |
| Marta Simanjuntak | Home General Indonesian Workers Hospital | 94 medical record files on the Integrated Patient Development Record form | Observational | a. the majority of complete is recording therapy (66%), the complete minority is filling the doctor's signature (37.2%),  
b. Incomplete completion of the majority CCPT file incomplete is the recording of therapy (62.8%), incomplete minority is the doctor's signature (34%).  
c. Lack of HR medical records  
d. The existence of the socialization of filling medical record documents |
Table 2: Frequency distribution of factors causing non-compliance with filling the medical record document at the hospital.

<table>
<thead>
<tr>
<th>S. no.</th>
<th>Variable</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Unprepared Human Resources</td>
<td>Total: 6, Percentage (%): 666</td>
</tr>
<tr>
<td></td>
<td>Lack of competent human resources, lack of coordination between health workers, busy doctors so that make forgetfulness, discipline and lack of time.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Facilities and infrastructure</td>
<td>Total: 2, Percentage (%): 222</td>
</tr>
<tr>
<td></td>
<td>There is no medical document printing tool, the medical document is not available properly, there is an empty medical record document.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Policy</td>
<td>Total: 3, Percentage (%): 333</td>
</tr>
<tr>
<td></td>
<td>Absence of clear operational procedure standards, lack of appeals to complete medical records, lack of policies, guidelines and SPOs, lack of guidance, monitoring and outreach.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Fund</td>
<td>Total: 1, Percentage (%): 111</td>
</tr>
<tr>
<td></td>
<td>Reward and punishment systems have not yet been implemented.</td>
<td></td>
</tr>
</tbody>
</table>

The results of the analysis through document review showed that the factors causing non-compliance of filling medical record documents at the High Hospital were human resources which were 66.6%, there was no clear and firm policy of 33.3%, facilities that did not support were 22.2% and limited funds by 11.1%.

**DISCUSSION**

Factors causing non-compliance with high medical records at the hospital are the lack of human resources, which is 66.6% which includes a lack of competent human resources, lack of coordination among health workers, busy doctors so as to make forget, disillusionment, and lack of time. While there is no clear and firm policy of 33.3% including the absence of clear standard operating procedures, absence of appeals to complete medical records, lack of policies, guidelines and standard operating procedures, lack of guidance, monitoring, and socialization. Facilities and infrastructure for non-compliance with medical record documents that do not support as much as 22.2% including there are no medical document printing equipment, medical records are not available properly. The last contributing factor is the funding factor which is 11.1%, namely the reward and punish system has not been implemented.

The researchers’ assumption is that there is no readiness of human resources in complying with medical record filling due to the absence of a supporting policy for doctors to fill in the medical record and the absence ofpunishes and rewards. While the absence of this clear policy, the researchers' assumption is caused by the lack of desire of the hospital to improve the quality of the hospital so that the hospital does not evaluate compliance with filling out medical record documents as a matter of necessity. Therefore, researchers suggest that every hospital must have a clear and firm policy in dealing with non-compliance with filling out this medical record document. With a clear and firm policy on the condition of HR unpreparedness, the Facilities and Financial Conditions which will also be regulated in the policy can also be overcome at the same time.

**ACKNOWLEDGEMENTS**

Author would like to thank all STIKES Syedza Saintika academics who had given the time to properly research. Thanks to Google Schoolar, with this application one can more easily find the journals which needed.

**Funding:** No funding sources  
**Conflict of interest:** None declared  
**Ethical approval:** Not required

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Cite this article as: Rahmatiqa C, Abdillah N, Yuniko F. Factors that cause compliance filling medical records in hospitals. Int J Community Med Public Health 2020;7:4180-4.