

## Strategy Management Enhancement Quality Record Medical Electronic In Hospital

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**Abstract.** *Improving quality is a very important factor in the field of hospital services, with good quality the level of service it will improve the quality of service. Quality of health services as the degree or level of perfection of health services carried out in accordance with applicable service standards. One of them is the medical record service. The purpose of this theoretical review is to determine management strategies for improving the quality of medical records in hospitals. The method used is a theoretical review by analyzing and comparing existing theories. The results of this theoretical review are the management strategies that need to be carried out, namely the dimensions of health services which include reliability, responsiveness, assurance, empathy, and tangibles. Medical record is a statement both written and recorded regarding identity, anamnesis, laboratories physical determinations, diagnosis of all medical services and actions provided to patients, and treatment whether inpatients, outpatient or emergency department.*

**Keywords:** *Quality management, Medical Records, Strategy.*

**Abstrak.** *Peningkatan mutu merupakan faktor yang sangat penting dalam bidang pelayanan rumah sakit, dengan tingkat mutu pelayanan yang baik maka akan meningkatkan mutu pelayanan. Mutu pelayanan kesehatan sebagai derajat atau tingkat kesempurnaan pelayanan kesehatan yang dilaksanakan sesuai dengan standar pelayanan yang berlaku. Salah satunya adalah pelayanan rekam medis. Tujuan kajian teoritik ini adalah untuk menentukan strategi manajemen peningkatan mutu rekam medis di rumah sakit. Metode yang digunakan adalah telaah teori dengan menganalisis dan membandingkan teori-teori yang ada. Hasil kajian teoritis ini adalah strategi manajemen yang perlu dilakukan yaitu dimensi pelayanan kesehatan yang meliputi kehandalan, daya tanggap, jaminan, empati, dan berwujud. Rekam*

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*medis adalah pernyataan baik tertulis maupun terekam mengenai identitas, anamnesis, penentuan fisik laboratorium, diagnosis dari semua pelayanan medik dan tindakan yang diberikan kepada pasien, dan pengobatan baik rawat inap, rawat jalan maupun gawat darurat.*

**Kata Kunci :** *Manajemen Mutu, Rekam Medis, Strategi.*

## **INTRODUCTION**

Medical Record Electronic (RME) A tool technology important For maintenance health, modernize management information medical and contribute For maintenance patient quality high and efficient management (Collocott et al., 2020; Handiwidjojo, 2009). More special again RME is denied as patient data repository in digital form, stored with safe, got accessed by many user Which authorized, containing data retrospective And information prospective with objective mainly support maintenance health integrated, sustainable, efficient And quality (Penggunaan et al., 2013).

System information health can applied to services health like case House sick. In Indonesia, each House Sick apply system information different health-in accordance need And which purpose want to achieved House sick. Wrong One system information health used by the house Sick is system information record medical electronics (RME). integrate health data patients . Evaluation system information health in use record medical electronics (RME), on some study earlier use implementation of HOT-Fit (Human, Organization, and Technology Fit) or human, organization, and suitability technology. Research results show that factor human and organization is key success adoption technology in a House sick (Puspitasari et al., 2013). Matter This become factor important to quality service record medical in House sick.

Enhancement quality is very important factor in field service House sick, with level good service-so will increase quality service. at this time quality service health is focus main for public as well as patient. Consciousness and concern to quality of course the more increase. The level of comfort provided by provider service very affect Good satisfaction nor dissatisfaction somebody to process service Which accepted wrong by him One documentation through record medical.

Service quality health is degrees or level perfection service health held-in accordance with standard applicable service.-Service quality health characteristic multidimensional because quality service health can seen from three corner view that is from party user service

service, party organizer service, And party And party disabled fund quality. So that needed strategy management in enhancement quality service House sick.

## **STUDY THEORETICAL**

### **1. Quality Service**

Quality is fundamental factor-from customers (patients). Quality is determination customer, no decree directors, market or decree management. He based on on experience real customer to product And service service, measure it, expect it, promised or no, aware or only felt, operational technique or subjective The same once and always depicts a moving target in activity competitive service (Phonthanukitithaworn et al., 2016; Yang et al., 2015). Quality as total picture of properties from something product or service related services-with ability For give need satisfaction. For That service record good medical-is that service quality, that is services provided-must in accordance by ordinance-maintenance And in accordance with standard Which has set, as well as give flavor satisfied to patient on service Which has given (While & Dewsbury, 2011).

## **METHOD**

Scientific article This is type article scientific descriptive and review from a number of literature and theory. these data then processed and analyzed-with compare theory that has there. Data that has been processed and analyzed then presented-in form narrative with the form of the diagram that contains it discuss about results research in the analysis from a number of the literature.

## **RESULTS**

Results in review theoretical And literature got that management strategy-need done that is with dimensions service health Which covers a number of matter among them:

### **A Quality Dimensions Service Health record Medical**

Characteristics used by customers-For evaluate quality service service according to researchers Parasuraman Zeithaml and Berries (1985) in Journal Laila Khairani are:

### **Realized proof physique (tangibles)**

**Dimensions** This covers condition facility physical, equipment as well as appearance officer, Because service No can observed in a manner direct so customer often time guided under visible conditions-about services and perform evaluation. That fact related with matter This covers highly variable objects, eg appearance attendant, carpet, seating, lighting room, color wall, brochure equipment And facility Which used.

### **Reliability (reliability)**

**Dimensions** This show ability House Sick in give service Which accurate And reliable, can trusted, responsible answer to What Which promised, no Once give over promise and always-fulfil the promise. kindly general dimensions This reflect consistency And reliability from performance organization, p This related with question following this, is it that service given with same level-from time to time. For see dimensions can seen statement hope customer in lower This:

1. If service Which superior, promising do something on time certain they will do matter it.
2. If customer problem they will show attention Which sincere For finish it.
3. Service Which superior serve with Correct on time First time (no with trials and error)
4. Service that service superior serve in accordance with time Which promised.
5. Service that service superior own policy so that result free from error.
6. responsiveness (responsiveness)

### **Dimensions**

**Dimensions** responsiveness reflect commitment For give service appropriate in time, which is related with desire and readiness officer For serve. **Dimensions** This reflect preparation House Sick before give service. For see hope on dimensions This can seen in lower this:

1. Officer company Which superior tell in a manner Certain to customer When service done.
2. Officer superior-will give service with fast and precise to customer.
3. Worker Which superior will always wish For help customer.
4. Officer Which superior No will Once too Busy to respond demands customer.
5. Guarantee (assurance)

**Dimensions** This covers knowledge And courtesy as well as ability For give trust to customer. **Dimensions** This reflect competence service service to customers and security operational. Competence related with knowledge And Skills in give services, friendliness refers on How worker interact with the customer And ownership customer. Security reflect customer that He free from danger risk and doubt - doubt.

### **Attention (empathy)**

Dimensions This show degrees that attention given to every customer. Dimensions This reflect ability worker For dive in feeling customer, as If worker That Alone experience it. Dimensions This consists from three matter following:

1. accessibility, covers convenience For approach or contact.
2. Communications Skills, covers gift information to customer with language that can understand and listen feedback and questions on customer.
3. Understanding the Customer, p This covers necessity business For know customer And need especially.

### **DISCUSSION**

Quality service something condition dynamic Which relate with product, man or with power work, processes and tasks, as well fulfilling environment-or exceed hope customer or consumer. Improved Record Quality Medical as whole characteristic service goods or service that shows ability in satisfying need consumer, Good form need Which stated or need Which implied like documentation in House sick. Matter the Also needed measurement quality in service record medical with standard (Rabeh Morrar, Husam Arman, 2017).

Standard structure is explained standard-regulation system, sometimes also known as input and structure. Including depth connection organization, mission organization, authority, committees, personnel, equipment building, record medical, financial, supplies drug And facilities. Standard structure is rule play (Azwar, 2010).

Process standard ie something related-all aspect implementation activity service health. Do procedures and policies. process standard will explain what to-done. How do it and how system it works in other words, standard the process is play game (Rekha et al., 2017).

Standard output from results end or consequence from service health. Standard output will show is service health succeed or fail. The output (result) is what-expected For increase quality (Wardah & Iskandar, 2017).

### **CONCLUSION**

Medical Records as something information well written-nor recorded about identity, anamnesis, determination physique laboratory, all diagnostics service and action the medic given to patients and treatment well cared for stay, treat road nor bad emergency. record medical is base determination action more carry on in effort service medical to a patient. Strategy Which can done that is with apply dimensions tangible, reliability, responsiveness, assurance, And empathy.

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