

ABSTRACT

MEDICAL RECORD MANAGEMENT DESIGN BASED ON HOSPITAL ACCREDITATION NATIONAL STANDARDS (SNARS) AND JOINT COMMISSION INTERNATIONAL STANDARD (JCIS) IN MARANATHA DENTAL AND MOUTH HOSPITAL BANDUNG CITY

by

Dhaifullah Shidqi Akbarsyah

1202180356

Medical record management is an effort to maintain and manage medical record documents, both conventionally (paper-based) and electronically-based at each hospital health service facility. This study was structured to determine the state of the medical record management of RSGM Maranatha and to provide solutions to problems related to compliance with the National Hospital Accreditation Standards (SNARS) and Joint Commission International (JCI). The problems that exist in the medical record management of RSGM Maranatha include three things, namely man, machine, and process. This problem is based on the non-compliance of the medical record officer, the non-integration of medical record management in the hospital information system, and the lack of thoroughness of the officers in filling out the medical record sheet. Researchers implemented Phases 1 – 5 of COBIT 2019 as a reference framework in this research, the limits of the standards used were SNARS MIRM (Management of Information and Medical Records) 8 – 15 and JCI 4th and 5th Edition. The results of this study are in the form of recommendation documents and proposed recommendations for the medical record management unit of RSGM Maranatha. These recommendations are based on aspects of people, process, and technology in the form of an instruction letter to communicate the completeness of medical records, design changes to the SIMRS application, SPO for medical record access rights, planning for the implementation of medical record certification, and recommendations for changes to the organizational structure of the medical record management unit.

Keywords: *medical record management, SNARS, JCI, COBIT 2019*