ABSTRACT

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Study Program   : *Medical Records and Health Information*

Title   : *Review of Officer Knowledge, Skills, Attitudes Medical Records in the Context of Improving the Performance of Medical Record Units at Cengkareng Regional General Hospital in 2020*

Performance can be influenced by 3 variables, namely individual indicators, which consist of abilities and skills, and attitudes and backgrounds. Based on a preliminary survey conducted at Cengkareng Regional Public Hospital, 6 medical records officers showed that the performance of medical record officers in their 20% knowledge and attitude skills was not optimal. in maintaining the completeness of filling the medical records file of inpatient patients still exceeds the minimum service standard that is more than 2 X 24 hours. The purpose of this study was to identify the knowledge, skills and attitudes of the medical records officer at Cengkareng Regional Hospital, This research was conducted in November-December 2019 with the sample studied was 63 people using saturated sample techniques. The research method used is descriptive qualitative, data collection techniques using observation, questionnaires, and literature study. The results showed that the performance of medical record officers based on good knowledge even though as much as 75.5% of officers did not match their education,47.6% of medical record officers lack accuracy in carrying out their duties, and coordination with colleagues in completing work is 23.8%.

It is recommended to the home management it hurts to provide training,and opportunities for employees to continue to higher education. giving rewards to those who excel, and monitoring to maintain the quality of service standards.

Keywords: Medical Record, Knowledge, Skills, Hospital