

**Thesis title:** Factors Related to Physician's Medical Record Completeness: A Case Study of University Hospital in Central Thailand

**Researcher:** Mrs. Duangjai Chatwarrat; **ID:** 2555000211; **Degree:** Master of Public Health; **Thesis advisors:** (1) Dr. Nittaya Pensirinapa, Associate Professor, (2) Dr. Araya Prasertchai, Assistant Professor; **Academic year:** 2014

### Abstract

The objectives of this survey research were to study: (1) personal and working factors; (2) knowledge and attitudes toward medical recording; (3) medical record completeness; and (4) the relationships between the factors and physicians' medical record completeness at a university hospital in Central Thailand.

The study was undertaken with all 42 medical specialist physicians at the university hospital in Central Thailand, and 252 medical records were selected using the systematic random sampling method. The instruments deployed included a medical record audit form, a summary assessment audit form, the NHSO relative weight analysis program, and a questionnaire. The reliability values of knowledge and attitude items were 0.76 and 0.80 respectively. Data were analyzed by descriptive statistics, Chi-square test, Pearson's Product Moment Coefficient and Spearman rank-order correlation Coefficient.

The finding showed that: (1) the number of respondents were equal between male and female, the age mean was 39.29 years, the majority of the respondents were physicians and surgeons, most of them had been trained in medical recording before and after graduation, the mean of weekly working hours was 42.42, the highest numbers of working hours was medical service; (2) most of them had knowledge about medical records at a high level, while the attitudes toward medical records were positive at a moderate level with regards to the benefits of medical records; (3) regarding the completeness of medical record, most of them were at the highest level according to the NHSO's criteria, the physicians' discharge summaries especially for diagnoses and operative procedures were mostly correct, the difference between the actual and expected relative weight was lower than expected; and (4) the factor that significantly related to medical record completeness was the attitude toward medical records; but no relation to the accuracy of discharge summaries and the absolute relative weight change; for part of the personal and working factors and knowledge toward medical record, no factors were found to be related to the medical records, the accuracy of discharge summaries and the absolute relative weight change.

**Keywords:** Medical records completeness, Knowledge, Attitude, Physician, University hospital