

## ***Language Communication Competence in English for Medical Records and Health Information Officers (PMIK) at the HB Saanin Mental Hospital in Padang***

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### **Abstract**

*Medical Records and Health Information (PMIK) is a profession that plays a vital role in supporting the healthcare system, particularly in managing patient medical data. In an increasingly globalized medical world, English proficiency is crucial, given the abundance of medical literature, international journals, and communication with international medical personnel that utilize English. RSJ. HB Saanin Padang, as a hospital serving patients with special medical needs, certainly requires PMIKs who possess English communication skills. Therefore, developing communicative competence in English is crucial, not only for understanding medical documentation but also in communicating with international medical personnel and to support more efficient administrative processes.*

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## **1. INTRODUCTION**

Foreign language proficiency has become crucial, especially in today's technologically advanced world. Expertise and skills are increasingly being developed to meet increasingly unstoppable challenges. This is especially true in mastering a foreign language, particularly English, which is key to smooth communication.

Mastering a foreign language has become increasingly important with the advancement of technology, especially in the current era of free markets and globalization. At the very least, mastering a foreign language can enhance the performance and professionalism of Medical Records and Health Information (PMIK) personnel in carrying out their humanitarian duties and other responsibilities.

The current challenge for PMIK is to master English to meet the demands of international-standard hospital services. Furthermore, strong English proficiency significantly enhances clinical classification skills, disease codification in other health issues, and clinical procedures using ICD-10 (International Cognitive Developmental Disorders). *International Statistical Classification of Diseases and Related Health Problems*.

Medical recorders or according to Law Number 36 of 2014 referred to as PMIK are someone who has graduated from Medical Records and Health Information Education in accordance with the provisions of statutory regulations (Minister of Health Regulation No. 55.2013). PMIK is inseparable from the task of managing medical records, where medical records are files containing notes and documents about patient identity, examination, treatment, actions and other services that have been provided to patients (Minister of Health

Regulation No. 269 of 2008). Based on the Decree of the Minister of Health No. 312 of 2020, the PMIK and Health Information competency areas are arranged in the following order: a) Noble professionalism, ethics and legality; b) Self-awareness and self-development; c) Effective communication; d) Health data and information management; e) Health clinical classification skills, basic epidemiology, and biomedical; f) Management of Medical Records and Health Information services.

Medical Records and Health Information (PMIK) is a profession that plays a crucial role in supporting the healthcare system, particularly in managing patient medical data. In an increasingly globalized medical world, English proficiency is crucial, given the vast amount of medical literature, international journals, and communication with medical professionals abroad that use English.

As a hospital serving patients with special medical needs, HB Saanin Padang Mental Hospital (RSJ) requires PMIK (Institute of Nursing) who are competent in English communication. Therefore, the development of communicative *competence* in English language proficiency is crucial, not only for understanding medical documentation but also for communicating with international medical personnel and for supporting more efficient administrative processes.

However, to date, there has been no research specifically focused on English language proficiency among PMIK in a specialized hospital like the HB Saanin Mental Hospital, Padang. Therefore, this study aims to identify the level of English communication competence possessed by PMIK at the HB Saanin Mental Hospital, Padang, and the factors influencing it.

## 2. RESEARCH METHOD

This research uses a qualitative descriptive approach with a case study method, which aims to explore in depth the English communication competency of PMIK at the HB Saanin Padang Mental Hospital. The population of this study is all PMIK working at the HB Saanin Padang Mental Hospital. The sample will be taken randomly by *purposeful sampling* by considering criteria such as work experience, training they have attended, and their job position in the hospital. Data collection techniques were carried out through in-depth interviews. In-depth interviews are semi-structured interviews with selected PMIK to obtain qualitative data regarding their understanding and skills in using English in the work context. Then, we also conducted observations of PMIK work activities related to the use of English, such as reading medical records and communicating with international medical personnel, and conducted documentation, namely analysis of documents used by PMIK, such as medical records, reports, and medical references in English. Data obtained from interviews, observations, and documentation will be analyzed using thematic analysis to identify key themes related to English communication competency, as well as factors that influence English mastery in PMIK.

## 3. RESEARCH RESULTS AND DISCUSSION

Communication competence or communicative competence consists of four main components, namely:

### 3.1 Grammar Competence

Based on Figure 1 and Figure 2, a graph of the results of the percentage of related abilities was found *grammatical competence* by PMIK officers at the HB Saanin Padang Mental Hospital:

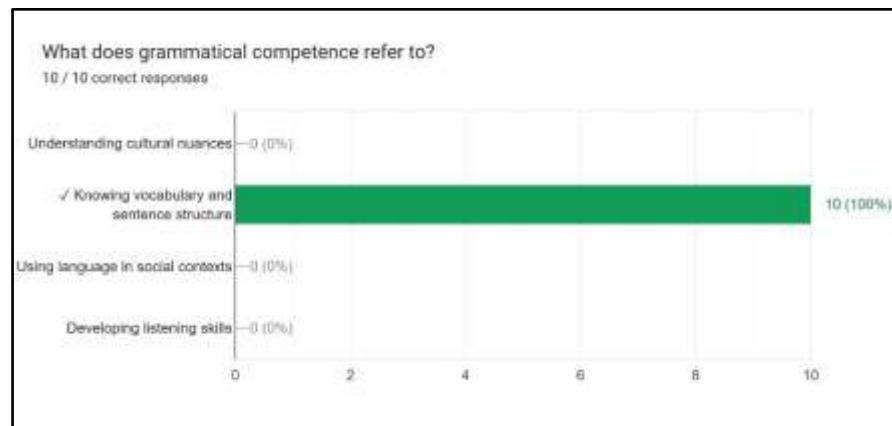


Figure 1. Grammar Competence

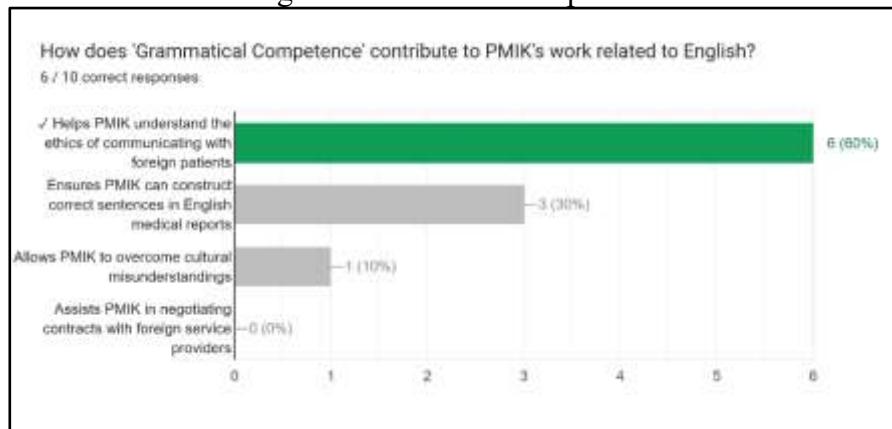


Figure 2. Grammar Competence

### 3.2 Sociolinguistic Competence

Based on Figure 3, Figure 4, Figure 5 and Figure 6, a graph of the results of the percentage of related abilities was found *sociolinguistic competence* by PMIK officers at the HB Saanin Padang Mental Hospital:

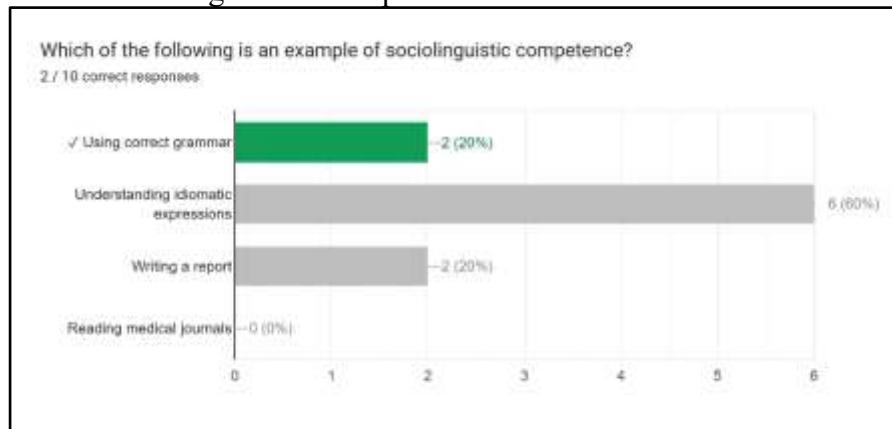


Figure 3. Sociolinguistic Competence

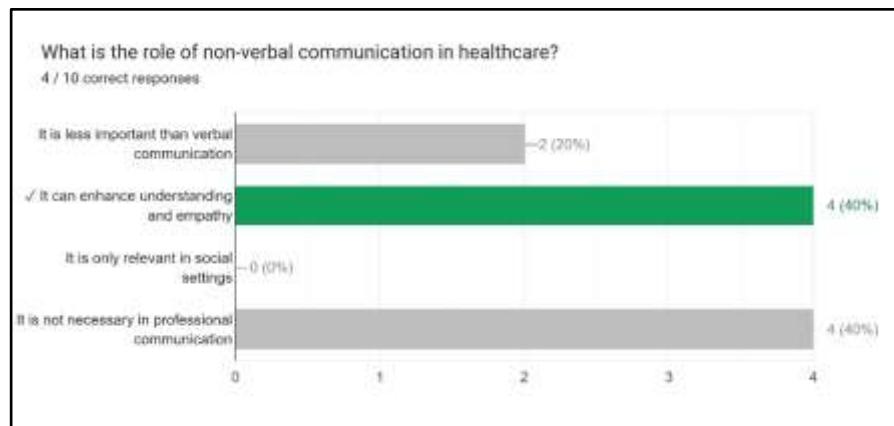


Figure 4. Sociolinguistic Competence

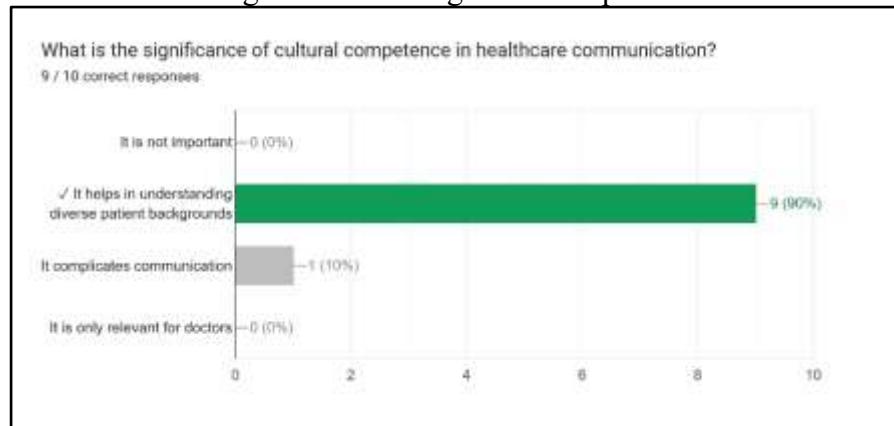


Figure 5. Sociolinguistic Competence

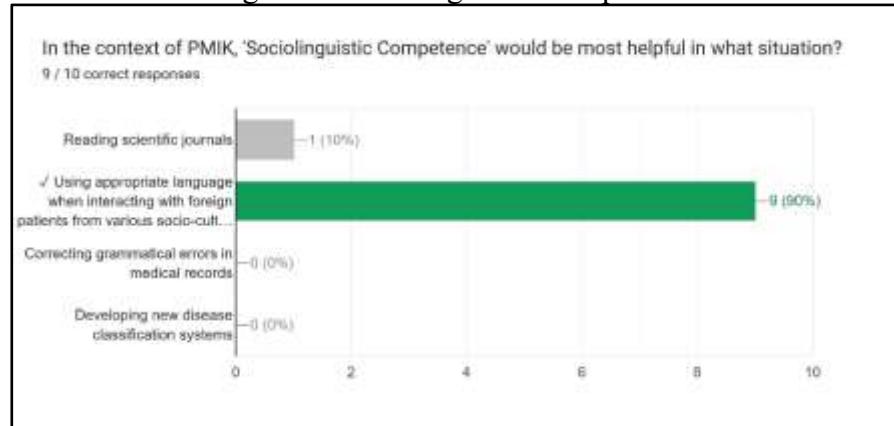


Figure 6. Sociolinguistic Competence

### 3.3 Discourse Competence

Based on Figure 7 and Figure 8, a graph of the results of the percentage of related abilities is found *discourse competence* by PMIK officers at the HB Saanin Padang Mental Hospital:

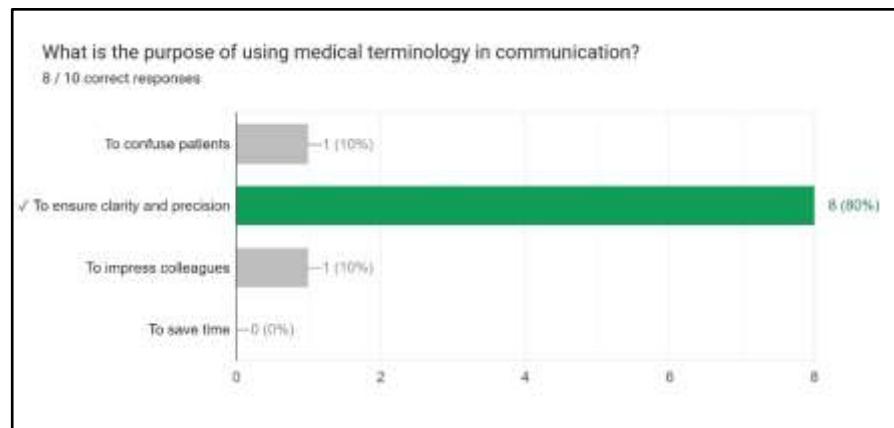


Figure 7. Discourse Competence

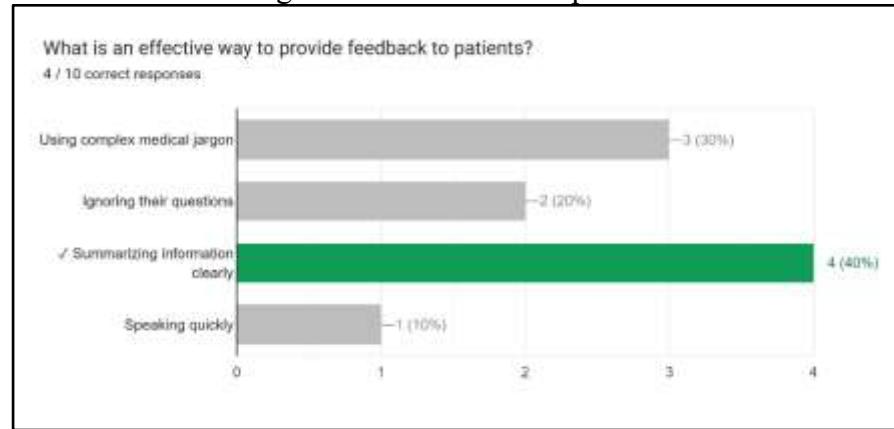


Figure 8. Discourse Competence

### 3.4 Strategic Competence

Based on Figure 9, a graph of the results of the percentage of related abilities is found strategic *competencies* by PMIK officers at the HB Saanin Padang Mental Hospital:

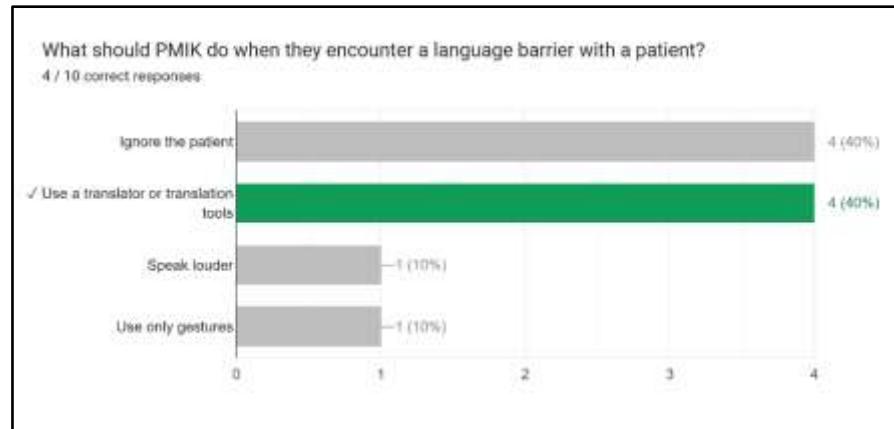


Figure 9. Strategic Competence

## 4. CONCLUSION

Medical Records and Health Information (PMIK) plays a crucial role in supporting the healthcare system, particularly in managing patient medical data. In an increasingly globalized medical world, English proficiency is crucial, given the abundance of medical literature, international journals, and communication with international medical personnel that utilize English. As a hospital serving patients with special medical needs, RSJ HB Saanin Padang requires PMIK staff with English communication skills. Therefore,

developing communicative competence in English is crucial, not only for understanding medical documentation but also for communicating with international medical personnel and supporting more efficient administrative processes.

## 5. ACKNOWLEDGEMENT

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