**MANAGEMENT AND ORGANISATION**

(i) Head of departments/Units are not well versed of casemix documentation

(ii) Policy is not enforced and disseminated to all staff

**TEAM FACTOR**

(i) Poor teamwork among the clinician/staff

(ii) Inadequate staffing

**TECHNOLOGY**

(i) manual BHT leading to poor quality of documentation (illegible hand writing/ carbon copy not clear/ unreadable diagnosis)

**INDIVIDUAL FACTORS**

(i) Poor knowledge of diagnosis documentation

(ii) Attitude issue

**WORKING ENVIRONMENT**

(i) Busy working schedule (multiple oncall, heavy clinics, crowded wards)

(ii)

**EXTERNAL FACTOR**

(i) multiple forms to be filled for each mortality case

**Inaccurate Diagnosis Documentation: Impact on Mortality Case Severity of Illness in the year 2022**