

## ESP MATERIALS FOR MEDICAL RECORDS STUDENTS: AN EVALUATION STUDY

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**Abstrak:** Bahasa Inggris untuk tujuan khusus bagi mahasiswa kesehatan dimaksudkan untuk membantu mereka dalam mempelajari bahasa Inggris yang berhubungan dengan keilmuan dan karir atau pekerjaan mereka di masa mendatang. Tujuan dari penelitian ini adalah untuk mengevaluasi materi Bahasa Inggris bagi mahasiswa perekam medis dan informasi kesehatan di IIK apakah sudah memenuhi kebutuhan, sesuai bidang mereka dan karir di tempat mereka bekerja nantinya. Persepsi dari sejumlah mahasiswa, lulusan dan pengguna lulusan menjadi pertimbangan penting untuk mengevaluasi materi bahasa Inggris yang sudah ada. *Structured* kuesioner digunakan sebagai instrument untuk mendapatkan data pada penelitian ini. Hasil penelitian menunjukkan bahwa materi bahasa Inggris yang ada saat ini belum memenuhi kebutuhan mahasiswa dan lulusan. Topik-topik yang khusus, teks dan kosa kata yang berhubungan dengan konteks kesehatan sangat dibutuhkan. Kesimpulan dari penelitian ini adalah perekam medis sebaiknya diajar menggunakan materi bahasa Inggris untuk tujuan khusus yang berhubungan dengan bidang keilmuan agar memotivasi mahasiswa dan meningkatkan pengetahuan akademik mereka serta memudahkan tugas serta aktifitas sebagai perekam medis ketika di tempat kerja nantinya.

**Kata kunci:** materi ESP, perekam medis, penelitian evaluasi

**Abstract:** An ESP course for medical students is intended to help them study their subject matters and in their future careers or jobs. The aim of this study was to evaluate whether the ESP materials for medical records and health information students in IIK satisfied their needs and their working environments. A careful examination of the perception of the students, the graduates and the users was considered to be predominant in evaluating the existing English materials. Structured questionnaires administered to the students, the graduates and the users were the instruments used to obtain the data in this study. The findings of the research showed that the existing materials during the college did not satisfy the students' and the graduates' needs. Some specific topics/issues, texts and vocabularies related to the medical contexts were highly required. As a conclusion, medical recorders are required to be taught with ESP materials as having relevancy with the students' discipline in order to make the students motivate and encourage them in their academic knowledge and to ease the work-related activities in the future workplaces as well.

**Key words:** ESP materials, medical records, evaluation study

### INTRODUCTION

For a relatively long time, most students from different professions, regardless of their departments, have been taught primarily General English (GE) in higher education (Kayaoglu & Akbas, 2016). Apparently, GE is virtually insufficient and unhelpful when applied in a real-life situation of different fields of study such as nursing, accounting,

banking, tourism and so forth since the materials are all about learning English in general. GE emphasizes students to learn about basic grammar, tenses and general vocabulary of English as well. A large number of different professions require an instructional technique mostly meeting on students' needs which concern specific areas, specialized vocabulary and texts relates to the student's environment and future jobs. With an awareness of this problem in language education, English for Specific Purposes (ESP) emerged as a key solution in the 1960s (Hutchinson & Waters, 2006).

An important part in designing teaching program in ESP courses is the students' needs in learning English. Defining needs analysis as a process which is conducted to specify the students' needs, wishes, wants and lacks, so the objectives can be drawn clearly and curriculum can be suggested appropriately for a given context (Ibrahim, 2010; Al-Ahdal, 2010; Faraj, 2015). Recent studies claim that instructors, course designers and material writers must incorporate learner's needs as a vital part of syllabus to gain the optimal objective of successful learning (Ghalandari & Talebinejad, 2012). It is noteworthy that neglecting learner's demands and interests lead to lack of motivation which in turn ends in poor performance and academic achievement (Kazem&Fatemeh, 2014; Piroozan, et al. 2016). Hence, it is necessary for educators to better understand the English language needs of specific students in order to design appropriate courses that suitable with what students require to succeed in their academic study. The standard way of succeeding this approach is to provide materials from students' specialist area, for instance relevant texts and vocabularies about health and medicines for students in medical fields.

Due to the increasing numbers of the needs of healthcare professionals to face the globalization era and its challenges, the demand for these kinds of employees is large and highly needed. Institut Ilmu Kesehatan Bhakti Wiyata in Kediri, East Java, Indonesia, henceforth referred to as IIK, commits to develop health experts where it offers medical records and health information department as one of the preference for those who are interested in medical fields. Medical records and health information technicians organize and manage health information data. According to U.S Bureau of Labor Statistics (2018), they must be able to discuss patients' information with doctors, insurance personnel, healthcare administrators and other professionals on details and ensure that the information maintains its quality, accuracy, accessibility, and security in both paper files and electronic systems. These employees mostly work in general or private hospitals, physicians' offices and other health care facilities.

As prospects for this employment will be best to grow, the demands for well-qualified graduates of a college require their students to have adequate competencies such as communicative competence and English proficiency. They are expected to have both to cater the responsibility for being the medical records technicians and to compete with Indonesian and foreign manpower in the international marketplace. Compared with English-proficient individuals, individuals with limited English proficiency might have more difficulty gaining access to care. To date, the medical students have to read medical textbooks, articles or journals which are mostly published in English, and even attend to a conference. The significant role that English plays in the fields of medicine is due to the fact that much of the scientific, technological and academic information is globally expressed in English (Creswell, 2013; Piroozan, et al., 2016). Therefore, it can be assumed that mastering English is a must-have competency for the graduates.

Considering the important of English in language teaching and learning process especially for medical students, it is necessary to design a set of syllabus in which teaching materials for English subject are relevant with students' fields and needs. To explain further, teaching materials play a very important role in many language classrooms. In terms of selecting and adapting teaching materials, teachers need to be sensitive to students' interests, learning styles and motivation (Cunningsworth, 1995:137). One way of adapting this material is, for instance, to collect information about specialized issues or topics relating to the students' needs and fields.

According to Dudley-Evans and St. John (1998), there are five key stages in ESP namely needs analysis, course design (and syllabus), materials selection (and production), teaching and learning and evaluation. Designing a course is a substantial part for ESP teachers responsively based on the students' reason for learning. Course design provides a reasoned basis for the subsequent processes of syllabus design, materials writing, classroom teaching and evaluation (Hutchinson and Waters, 2006). As stated by Basuki (2017:20), it is noteworthy that appropriate materials as learning source must be well prepared by the teachers in order to promote learning. Thus, it is necessary to find out first what is specifically appropriate, available and applicable for the target situation and target language learners in terms of their needs (Kayaoglu and Akbas, 2016).

Consequently, medical students are better taught by ESP where its purpose for these vocational students relates directly to what their needs with specific materials and encourage students in their academic knowledge. ESP materials for these students serve English for medical purposes. As pointed by Arani (2014) English for medical purposes is

considered to enhance the medical entrants' reading comprehension skills as well as to provide them with the basic vocabulary they need in the very beginning of their medical study, to develop the medical students' basic academic writing skills, and to give the medical students an introduction to the English medical terminology of medicine. Similarly, doctor-patient communication skills are particularly at the heart of the field (Basturkmen, 2010 in Kayaoglu & Akbas, 2016). In short, medical students need to use English for studying their subject matter and also for their career in the future.

According to the syllabus and guideline of the academic program in medical records and health information studying program in IIK, English is considered as one of compulsory subject for these students. Students are required to take this academic subject for two semesters in which all the materials should be related to English in a medical context about specialized vocabularies, texts and practices yet still concerned with both English skills and components as well.

In line with the background above, the researcher is intended to evaluate whether the ESP materials for medical records students in IIK satisfy their needs and their future jobs. This study is expected to come up with answers to these research questions: How is the students' and the graduates' perception towards the existing teaching materials for medical records students in IIK? How is the users' perception of studying English for medical records? And what are the appropriate ESP materials for medical records students?

The scope of this study is limited to evaluate how the ESP materials for medical records students in IIK meet the students' and the graduates' needs. The limitation also covers the students' evaluation of their needs and teaching materials so that ESP courses can be improved further after receiving the feedback. The result of this study is expected to be useful and suitable for those who are in educational settings to provide a reference toward ESP courses and give particular contributions for the students, the faculty or studying program, the graduates, the users, and further researchers as well.

For students, it is expected to have a high motivation and get a better improvement on the level English language proficiency through selected vocabularies and texts as having the materials related to their disciplines. For the faculty or studying program, it can be used to improve the quality of teaching and learning and develop the teaching materials completely based on the students' needs, demand of the users, study program's specification, and support the main standard of the core curriculum for the medical records and health technicians. For graduates, it enlightens them in the workplace or future jobs and eases them in work-related activities. For further

researchers, the findings of this study can be used as one of their references for conducting remarkably similar studies. Although this study has been conducted in IIK, its valuable insights could be beneficial to other institutions of higher education, the course designers and material providers as well.

Regarding the related studies, the followings are two previous studies that assessing, analysing and evaluating ESP textbooks for medical students. Ghalandari and Talebinejad (2012) analysed and evaluated the medical ESP textbooks in Shiraz Medical College. They both investigated the appropriateness of the medical textbooks with the medical students' needs. The results of this study showed that the medical ESP textbooks were the suitable books for the medical English for Iranian physicians and in line with the students' needs and achievements. In addition, Kazem and Fatemeh (2014) analysed the textbooks for English for Students Dentistry using external and internal evaluations. According to this study, a teacher probably used the supplementary materials to support the textbooks. The teacher, moreover, should focus on fulfilling the students' needs, yet the textbooks that provide the students' needs were very unusual. Similarly, these two studies related each other as having similar purposes in evaluating the existing medical textbooks in higher education based on the medical students' requirements.

## **RESEARCH METHODS**

This study is an evaluation research. According to Payne (2004), evaluative research is undertaken to assess the worth or success of something: a program, a policy or a project. Moreover, in order to recognize needs one would have to carry out some kinds of assessment or evaluation of the existing situation and the diagnosis of assessment results would reveal some deficiency (Basuki et.al, 2018). Hence, this study is intended to evaluate whether the existing materials for medical records students satisfy their needs related to their discipline and the graduates' needs in their workplace and future jobs as well. To gather the data, three varieties of questionnaire are used in this study. They are distributed to the medical records students, the graduates and the users who employ the graduates as medical records technicians. The data is then analyzed by descriptive-qualitative.

Student's questionnaire is a structured questionnaire intended to get the data about the students' interests in the study of a medical context using English, their purposes of learning English, their perception about English for the medical context, skills needed to improve, their preferences for learning activities and the suggested materials. The questionnaire is administered to the medical records and health information students

on the first semester in the academic year 2017/2018 at Faculty of Health Sciences in IIK. There are two classes with 104 students. The researcher decides to take only 20% of the total number and it can be assumed 20 students participate as the respondents.

The second questionnaire is distributed to the graduates. This questionnaire is aimed at uncovering the selected topics of the existing materials which are suitable and appropriate with the graduates' jobs needs in the working environment. The respondents are chosen due to the reasons that the graduates once experienced of getting the existing materials during the college and conducting the tasks of their jobs that require them to practically use English. The questionnaires comprises the graduates' demand for the English materials during the college, their satisfaction of the existing materials during the college, their preference about general English and ESP, kinds of skill the graduates need the most, the importance of English in the workplace, the topics of materials that are appropriate with their jobs, and the selected topics being suggested to be included in the teaching materials. The researcher distributes the questionnaires to twenty four graduates who have been working in hospitals, doctor's office, and public health care in Kediri, and even to them who work in the medical records division in IIK. They are willingly asked to fill out the questionnaire.

Another questionnaire is administered to the users who employ the graduates of medical records technicians. The users were the hospital administrators of two hospitals in Kediri, two physicians, and two healthcare professionals who are involved in an organization as the member and have responsibilities on PORMIKI or Indonesia Professional of Medical Records and Health Information Organization. They are willingly asked to fill out the questionnaire about the use of English in the working place and the work-related activities of the graduates of medical records.

## **FINDINGS AND DISCUSSION**

This section describes the findings that come up with answers to the research objectives. The first part is the students' perception of the existing English materials, the second part is the graduates' and the third part is the users'. The last part is the appropriate teaching materials for medical records students based on the above-mentioned perceptions. Each of this part will be presented as follows.

### **The Students' Perception of the existing English materials**

From the questionnaires items on students' perception, it was shown that the majority of students (91% out of 20 respondents) considered that learning English was important for them as medical recorders. 88% respondents claimed that they felt the need to master English medical vocabularies and specific texts related to their field of study. In term of

relevancy of the English materials, 84% respondents agreed that English materials for medical students should be relevant to their disciplines. The English materials should provide medical English that was necessary for their future jobs or working environment. It was in line with 56% respondents who stated that way. In terms of the content of materials, 67% respondents said that the existing English materials still needed some improvement in their contents, specific issues and more practices related to medical records. 96% respondents stated that both receptive and productive skills should be included such as reading comprehension about medical passages, greeting and communicating with patients, filling in the medical records documents, making an application letter, a CV and dealing a job interview. Additionally, in terms of teaching materials that was implemented during the college, 87% respondents said that English for Specific Purposes was more appropriate than General English. From the questionnaire, it was shown that most respondents (89%) would have more motivation and interests as they learnt English based on their fields of study and interest especially in medical contexts. Furthermore, in terms of teaching methodology, 48% respondents stated that they preferred a group discussion, 18% respondents said that they had preference for work in pair, 5% respondents for presentation, and 17% respondents for vocabulary games and the rest of them strongly agreed that they needed an application of online learning in the classroom. Refer to these items of questionnaires; it seems that it is necessary for English lecturer to equip the skills with the preparation of a course design related to medical fields and to apply ESP in the learning process in order to encourage the medical records students' academic achievement.

### **The Graduates' Perception of the Existing Materials**

In order to recognize which materials were relevant to the graduates' working environment, a list of the graduates' workplaces are shown in table 1. The following workplaces were all in Kediri town.

**Table 1.** The Graduates' Workplace

| No.   | Graduates' Workplace         | Number of Respondents |
|-------|------------------------------|-----------------------|
| 1     | General hospital             | 4                     |
| 2     | Proprietary/private hospital | 5                     |
| 3     | Doctor's office              | 2                     |
| 4     | Public health care           | 6                     |
| 5     | Medical recorders in IIK     | 7                     |
| Total |                              | 24                    |

From the questionnaire administered to the graduates, 90% respondents stated that English was important to study during the college, yet it was shown that 62% respondents claimed that they had unsatisfied demand for the English materials during

the college. 71% respondents said that the materials did not satisfy their needs about the medical contents. 67% respondents stated that the existing materials included more general English than English for Specific Purposes. Referring to these items, it seems that the existing English materials during the college at IKK did not meet the graduates' needs in their working environment. Moreover, in term of kinds of skills needed to improve, 84% respondents claimed that they stated that skills in communicating with patients using English and understanding spoken English were very important. In line with this, nearly 80% respondents said that they were lacked of medical vocabularies related to their field of study and 67% respondents stated that they needed more reading more passages related to their disciplines. Based on these items of questionnaires, it was shown that skills in speaking and reading should be more emphasized in teaching and learning process with more English medical vocabularies. In terms of the importance of English in the graduates' workplace, 57% respondents said that mastering English was helpful in their professional carrier. Most respondents (91%) agreed that English proficiency was highly necessary as one of a requirement to apply for a job.

The graduates were also asked to select the topics of materials which they considered appropriate with and relevant to their jobs. The selected topics being suggested to be included in the teaching materials are presented in the following table.

**Table 2.** Suggested Topics of Materials Relevant to Graduates' Jobs

| No. | Suggested Materials   | Number of the Graduates |
|-----|---|-------------------------|
| 1   | Parts of human body and internal organs                         | 20                      |
| 2   | Signs and symptoms  | 24                      |
| 3   | Health and illnesses  | 24                      |
| 4   | Wards and department in a hospital                              | 24                      |
| 5   | Giving directions and location of hospital wards and facilities | 20                      |
| 6   | Healthy and unhealthy habits                                    | 17                      |
| 7   | Medical equipment   | 16                      |
| 8   | Medical profession  | 18                      |
| 9   | English medical vocabularies                                    | 24                      |
| 10  | English abbreviation in medicine                                | 16                      |
| 11  | Ways in greeting and communicating with patients                | 20                      |
| 12  | Reading comprehension in a medical context                      | 19                      |
| 13  | Writing an application letter and a CV                          | 20                      |
| 14  | Dealing with a job interview                                    | 22                      |
| 15  | Filling in medical documents                                    | 20                      |
| 16  | Giving advice and suggestion related to a medical context       | 20                      |
| 17  | Pronouncing medical English words                               | 20                      |
| 18  | Describing pain   | 24                      |



The table showed the varieties of suggested topics from the graduates which could be included in the future English materials as all of the topics had a relevancy in the medical context and were suitable in the workplace. Regarding the graduates' needs in the workplace, the topics above could be then taught to the medical records students.

### **The Users' Perception of the Studying English for Medical Records Students.**

Referring to the questionnaires, all of the users stated that learning English was important to medical recorders. All respondents agreed that the medical recorders should have competency in using English in the working area. Moreover, all respondents stated that mastering English would be helpful for medical recorders to use and understand the codebook ICD (International Statistical Classification of Diseases and Related Health Problems) as this codebook used English as the medium of instruction. In term of the essential of English in the workplace, it could be shown that 3 respondents agreed that some offices or institutions had a certain qualification for their candidate employees to have an official certificate which showed their proficiency of English. In addition, 4 respondents showed that a good communication with patients and co-workers was necessary for medical recorders. It indicated that speaking skills needed to improve as some medical recorders worked in admission departments in a hospital or public health care in which most of them interacted directly with the patients. In term of English materials taught to the medical records students, all respondents agreed that the materials should have a relevancy to English for medical students. From the questionnaires, it could be concluded that having English proficiency had a beneficial influence to ease the work-related activities of the medical recorders.

### **The appropriate English materials for Medical Records Students.**

Referring to the perceptions and the needs in this study, it seems that there is a necessity to design the appropriate English teaching materials for medical records students as the existing materials did not meet the students' and the graduates needs and fields of study. Medical students required the topics that related mostly to their discipline, such as signs and symptoms, describing pain, health and illnesses, ways in greeting, communicating with patients, giving direction to the hospital wards and facilities, filling in the medical documents, and reading comprehension of texts in a medical context that in which consist mostly of medical vocabularies. The suggested topics were also chosen by the graduates as having important connection with the medical fields. It was in line with the users' perception that by having competency in mastering medical English vocabularies, the medical recorders would ease them in their work-related activities. In a

nutshell, medical recorders are required to be taught with ESP materials in the teaching process.

## **CONCLUSIONS AND SUGGESTIONS**

### **Conclusion**

The objective of this study is to evaluate whether the ESP materials for medical records students in IIK satisfy their needs and their future jobs. To achieve this objective, the perceptions and the needs of the students, the graduates and the users were investigated in this study. The researcher collected information about the existing English materials based on the students' and the graduates' perceptions, while the users were investigated to obtain the data about their perception of the importance of studying English for medical recorders. From the questionnaires, it can be analyzed that most respondents stated that English was important to be taught especially for medical records students. The students and the graduates claimed that English materials should be relevant to their field of study and provide medical English for future jobs. Nevertheless, the existing materials during the college did not satisfy the students' and the graduates' requirements. The existing English materials still needed some improvement and changes in their contents with specific issues or topics, specialized vocabularies and texts related to medical fields. The majority of students claimed that they would have more interests and motivation if they were taught by English in a medical context as it would be relevant to their discipline. It seems that English for Specific Purposes is more practical and useful for the medical records students.

Regarding the topics suggested by the graduates, all the proposed topics could be considered to have a relevancy with the medical fields, suitable with the medical recorders' profiles and the students' needs. The topics, in addition, were expected to have a contribution to motivate the students, encourage them in their academic knowledge and make them interest to take part actively in the learning process as they would be taught by English related to their discipline and working environment. It was in line with the users' perception that the materials during college for medical recorders should appropriate and suitable with their field of study and future careers. Furthermore, according to the users' perception, having English proficiency would be helpful for medical recorders as they could understand and use the codebook ICD easily as this codebook used English as the medium of instruction. The users' also expected that the medical recorders would have a speaking skill such as the way how to greet and communicate with patients and other co-workers. It seems that mastering English for medical recorders would be beneficial for them to work with their duties and jobs.

Considering all of the above-mentioned points that have been discussed, it can be concluded that it is necessary to create and plan a set of course design in which the teaching materials for English subject relevant with students' needs, field of study and the future careers. Empirically, the existing English materials during the college when this study was being conducted still needed some improvements and changes as the topics and their contents, texts and vocabularies did not meet the students' needs and the graduates' needs related to the medical contexts. From this evaluation study, it can be found that English for Specific Purposes materials for medical records students in IIK needed to be redesign based on the investigated research findings.

### **Suggestions**

The researcher made some helpful suggestions of this writing. It is necessary to identify the students' needs to develop teaching materials with the appropriate topics, contents, and issues that are relevant to the students' discipline. Apparently, ESP materials are suitable to improve the students' interest, motivation and encourage their academic knowledge as they are taught by English that are relevant to their field of study. This study then will be useful for the institution especially for studying program of medical records and health information to design an appropriate English syllabus and its teaching materials. At last, the researcher is hoping for the other researchers to conduct similar or linked studies to investigate and enrich the existing materials related to medical records students.

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