

***Analysis Causative Factor Of Duplication Medical
Record Numbers at Pandanwangi
Public Health Center Malang City***
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ABSTRACT

Unit Numbering System is a system of assigning numbers to medical records by means of each patient getting one medical record number. Based on the preliminary study at the Pandanwangi Public Health Center found that there a duplication of medical record numbers, namely one medical record number has more than one patient. The duplication that occurs at the Pandanwangi Public Health Center impact on errors in writing patient history especially in patient referral letters, so it takes time to justify while the patient has to wait a long time. This research is to analyze the factors that causative factor of duplication medical record numbers at Pandanwangi Public Health Center Malang City based on Gibson's performance theory which consists of three factors that are individual factors, organizational factors and psychological factors. The type of research is qualitative with interview, observation, and documentation. The results of research are based on individual factors is not all officers know about the numbering system, the educational qualifications of officers do not meet the standards, the length of service of the officer is more than two years. Based on organizational factors that is the use of facilities and infrastructure has not been maximized, there has been no evaluation from superiors, there is no standard operating procedure for numbering, there is already an organizational structure. Based on psychological factors is rewards or punishments in the form of praise or reprimand, the attitude of the officers is less than optimal. Researchers suggest recommending to Public Health Center to provide training to officers, to upgrade infrastructure, write warning letters to patients to bring their identity cards for treatment when they return for treatment, do an evaluation with superiors, compiling standard numbering operational procedures, giving rewards to officer.

Keywords: *Unit Numbering System, Duplication, Public Health Center*