

Analysis of Factors Causing Duplication of Medical Record Numbers in Outpatient Registration at Jelbuk Jember Health Center. Indah Muflihatin, S.Si.T., M.Kes (Supervisor I).

Suviyah Ningrum Najiyah
Health Information Management Study Program
Department of Health

ABSTRACT

Jelbuk Health Center in implementing patient registration has used the Unit Numbering System. However, based on preliminary studies, duplication of medical record numbers was found. This will make the process of taking medical records longer. This study aims to analyze the factors causing duplication of medical record numbers in outpatient registration at Jelbuk Jember Health Center. The type of research used is qualitative with interview, observation, documentation, and USG. This study uses Robbins's theory of performance factors with the variables of ability, motivation, and opportunity. The subjects in this study were five informants. The results showed that there were three priority problems with duplication, namely the lack of patient awareness in maintaining and carrying KIB at registration, the absence of a medical record numbering procedure, and incomplete filling in the patient's identity in the register book and Microsoft Excel. In addition, the factors that cause duplication of the ability variable are the educational background of the officers who do not meet the criteria and the registration officer has never attended training on the numbering system. The motivation variable is that there is no reward and punishment that can motivate registration officers. Opportunity variables are the limited number of medical cards, less thorough checking of the patient's identity on Microsoft Excel, and technical problems in the form of slow internet and power outages. Based on these results, it is recommended that the Jelbuk Health Center design guidelines related to medical record management, carry out regular monitoring regarding medical record numbering, and use the Health Center information system in its services so that all data can be integrated.

Keywords : Duplication, Numbering, Officer Performance, USG