

***Analysis of the Causes of Non-Compliance with the Implementation of Standard Operating Procedures for Writing Inpatient Names by Caregivers at the Suherman Jember Clinic***

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**ABSTRACT**

*Based on the 100 files studied, there are 70 files (70%) that are complete in accordance with the SPO writing the patient's name at dr. Suherman Clinic and 30 files (30%) that do not match the patient's identity card, while in the SPO with document number 010/B/RM/SOP/3/2019 the writing of the patient's identity is written according to the applicable identity card (KTP, SIM, KIA, Student Card, BPJS Patient Card), then the newborn is written and registered using By Ny. The purpose of this study was to analyze the causes of non-compliance with the implementation of standard operational procedures for writing patient names by care officers at Suherman Jember Clinic. This type of research is qualitative where this study aims to analyze the causes of non-compliance with the implementation of standard operational procedures for writing patient names by care officers at Suherman Jember Clinic. The subjects of this study were PJRM officers, heads of medical records, nurses, midwives, doctors and nutritional care. In this study to find out the priority of existing problems, namely by using the Urgent, Seriousness, Growth method where this technique can help researchers in determining the main cause of the problem. The instruments used for data collection in this study were interviews, observations and brainstorming. The results of the study found information that there was no tool to print inpatient name label stickers, lack of PPA discipline in filling out patient medical record sheets, the importance of rewarding officers who could work according to regulations. Suherman Jember Clinic has sanctions such as reprimands and warning letters by the head of Suherman Jember Clinic.*

**Keywords:** *Non-compliance, USG, Reward, SPO*