

***Analysis of Factors Causing Duplication of Medical Record Numbers at
Kaliwates General Hospital Jember***

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ABSTRACT

The numbering system used at the Kaliwates General Hospital Jember uses the unit numbering system (UNS). One of the problems found in the duplication of medical record numbers is when one patient has more than one medical record number. The number of duplicate medical record numbers in June, July and August 2022 was 64 medical records. The purpose of this study was to analyze the factors causing the duplication of medical record numbers at Kaliwates General Hospital based on Gibson's performance theory. This type of research is qualitative using in-depth interview data collection, observation, documentation, CARL and brainstorming. The subjects of this study were the head of medical records, four registration officers and four filling officers. The results of this study were based on individual factors, namely that further education was not provided for officers who were not medical record graduates, there was no training provided to medical record officers, the staff lack of knowledge regarding the flow of registration and use of SIMRS and the length of service for officers was still under two years. Organizational factors The number of officers in the filling room is still lacking, patients forget not to bring treatment cards, SIMRS cannot read multiple patient data and lack of socialization and sharing of SOP results. Psychological factors, namely the lack of discipline of officers in checking medical record numbers at SIMRS and the absence of rewards and punishments provided by the hospital to officers. The hospital is advised to provide training such as seminars, workshops and training, improve SIMRS, increase the number of filling officers and conduct overall socialization regarding the applicable SOP.

Keywords: *CARL, Duplication, Hospital, Medical Record*