

Analisis Faktor Penyebab Terjadinya Duplikasi Nomor Rekam Medis di Puskesmas Mayang Jember. (*Analysis of Causative Factor of Duplication Medical Record Number at Mayang Jember Health Center*). Veronika Vestine, S.ST., M.Kes (*Chief Counselor*).

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ABSTRACT

Duplication found at Mayang Jember Health Center is an incident of one medical record number owned by more than one different patient. Duplications found were 23 files with a percentage of 2.88% in January-March 2023. This research is to analyze the factors that cause duplication of medical record numbers based on ability, motivation and opportunity variables. This type of research is qualitative with the research subjects being the person in charge of medical records, medical record officers and porters. Data collection techniques using interviews, observation, documentation and prioritization of the causes of problems using scoring and improvement efforts by brainstorming. The results of the research on the ability factor are the lack of knowledge of officers related to medical record number because the education of officers is not according to standards and has never attended training or seminars; the motivation factor is due to the absence of a strict reward and punishment system for officers; the opportunity factor is due to the lack of officers and the lack of attitude of responsibility of officers in carrying out their duties, constraints on SIMPUS that experience errors due to internet networks, computers that do not operate properly and the absence of standard operating procedures on medical record numbering. The conclusion in this research are that the main contributing factors to the duplication of medical record numbers are the unavailability of standard operating procedures for numbering, educational qualifications of officers not according to standards and constraints on SIMPUS. The solution is the recommendation of standard operating procedures that can be used as a reference for improvement efforts in medical record number.

Keywords : *Duplication, Medical Records, Numbering, Performance*