

***Analysis Of The Factors Causing Incomplete Filling Out Of The Inpatient Medical  
Resume Form At The Jelbuk Health Center, Jember Regency***

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**ABSTRACT**

*Incompleteness in filling out medical resumes often occurs, one of which occurs at the Jelbuk Health Center with the percentage of incompleteness still very high and not in accordance with 100% completeness standards, namely in October reaching 57.1%, November 93.5% and December 55.4% so that the continuity of patient treatment is disrupted. The purpose of this study was to analyze the factors causing incomplete inpatient medical records at the Jelbuk Health Center based on factors of ability, motivation, and opportunity. The type of research used was qualitative with 7 research subjects including head of the puskesmas, 2 doctors, 2 nurses, and 2 medical recorders. Data collection techniques use in-depth interviews, observation, documentation, ultrasound, and brainstorming. The results in this study are the ability factor, namely the lack of knowledge of officers related to the standards of completeness of medical records and have never participated in medical record training. The motivational factor is the absence of an award to the officer if he fills out a complete inpatient medical resume. The opportunity factor is that there is a discrepancy between the job description and the tasks being performed, namely doctors have additional duties as quality leaders that are not stated in the job description, lack of number of doctors, absence of control cards or checklists for the completeness of inpatient medical records and lack of routine and even socialization of SOPs for filling out and assessing medical records. The improvement efforts obtained are to add medical record officers with minimum education qualifications DIII RMIK, the head of the puskesmas submits the positions of doctors, nurses, and medical record officers to the health office based on the calculation of the workload of health workers, and manages the budget so that they can hold internal training activities on medical record management.*

***Keywords:*** *Incompleteness, Inpatient, Medical Resume, Performance, Primary Health Center*