



Article

Analysis of Factors Causing Incomplete Filling of Medical Resumes at Pratama Clinic

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Abstract: The number of incomplete inpatient medical resumes at the Pratama Clinic from January to March 2024 was 56.7%. This shows that there are still several items of medical resume forms that are not complete according to the SPM which is 100%. This research aims to analyze the factors causing incomplete filling out medical resume forms for inpatients at the Pratama Clinic. This type of research is qualitative with data collection techniques of in-depth interviews, observation, and documentation. The subjects in this study were 2 doctors, 4 nurses, and 2 medical records officer. Results research on factors causing incompleteness include lack of knowledge of doctors and nurses regarding filling time standards medical resume form, lack of responsibility of doctors and nurses towards filling, doctors and nurses have never attended filling training medical resume form, absence of SOP and strict punishment for doctors and nurses.

Keywords: Incompleteness, Medical Resume, Behavioral Theory

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1. Introduction

Clinics are first-level healthcare facilities that provide medical services to assist the community in obtaining appropriate and affordable health services, which can be managed by several health workers with a doctor as the leader. One type of clinic is a private clinic that organizes basic medical services including general and special services [1]. Clinics need a medical record unit to manage patient data into relevant information.

A good medical record must contain correct, complete, accurate information that can be used as information about the development of disease, treatment, financing, legal evidence, discipline, and ethics, as well as material for education and research [2]. A comprehensive medical record is one that the doctor has fully completed within 24 hours after an outpatient visit or after a hospitalized patient is discharged. This record encompasses the patient's personal details, medical history, care plan, treatment implementation, follow-up, and a medical summary [3]. The contents of medical resumes that still have weaknesses, errors, and lack of clarity in the results of diagnosis, medical actions, or crucial reports are declared as incomplete filling of medical resume forms.

According to the initial study conducted by researchers at the Pratama Clinic, issues were identified concerning the incompleteness of medical record documents, particularly in the medical resume form section. Data on the completeness and incompleteness of inpatient medical resume forms from January to March 2024 can be seen in the table below.

Table 1. Data on Completeness and Incompleteness of Medical Resume Forms

Month	Sample Quantity	Complete Medical Resume		Incomplete Medical Resume	
		N	%	N	%
January	73	31	42,5	42	57,5
February	79	42	53,2	37	46,8
March	88	30	34,1	58	65,9
Average		43,3		56,7	

Source: Secondary Data (2024)

The table above indicates that the average incompleteness of inpatient medical resumes at the Pratama Clinic from January to March 2024 was 56.7%. Detailed data on the incomplete filling of inpatient medical resume forms is provided in the table below.

Table 2. Data Items of Completeness and Incompleteness of Medical Resume Forms

No	Information	Sample	Completeness		Incompleteness	
			N	%	N	%
1	Patient identity	240	110	45,8	130	54,2
2	Medical diagnosis	240	139	57,9	101	42,1
3	Indication of patient's admission	240	113	47,1	127	52,9
4	Result summary physical examination	240	167	69,6	73	30,4
5	Result summary supporting examination	240	127	52,9	113	47,1
6	Medicine	240	176	73,3	64	26,7
7	Follow-up	240	132	55,0	108	45,0
8	Doctor's name	240	183	76,3	57	23,8
9	Doctor's signature	240	183	76,3	57	23,8

Source: Secondary Data (2024)

Based on this table, it is evident that the highest rates of incompleteness in filling out the inpatient medical resume form are found in the patient's identity at 54.2%, the indication of treatment at 52.9%, and the summary of supporting examination results at 47.1%. This indicates that certain sections of the medical resume form are still not being fully completed, falling short of the 100% minimum service provision requirement [3].

Incomplete completion of the medical resume form is due to the behavior of attending physicians and nurses who do not fill out the form. This is because doctors delayed filling in the medical resume form until it exceeded the filling limit of 24 hours after the patient was treated and one of the doctors who became doctor was a doctor who worked at another health facility, so he had limited time to fill in the medical resume form. Another thing is also caused by nurses who do not fill in the patient identity section. Green (1980) states that behavior is the result of a person's interaction which includes all aspects of actions and thoughts carried out by individuals and is influenced by various factors, in this case, internal and external factors [4]. Green in [4] explains that there are factors that

shape the occurrence of a behavior, namely predisposing factors, enabling factors, and reinforcing factors.

Preliminary studies conducted by interviewing medical record officers show that filling out inpatient medical resume forms is still not well done because doctor and nurses are less responsible in carrying out their duties, this is a predisposing factor included in the attitude variable. In line with the research of [5] staff impacts the completeness of medical resumes.

The medical record officer at the Pratama Clinic explained that there had been no training on filling out medical resume forms which resulted in doctor and nurses not filling out medical resume forms completely, this is an enabling factor included in the training variable. In line with [6], the lack of training conducted by hospital policymakers for doctors who have the responsibility to fill out medical resume forms makes many of them not filled in on time and lacking in completeness.

Through interviews conducted with medical record officers, researchers found that there was no SOP regarding how to fill out medical resume forms, which resulted in doctors and nurses paying less attention to the procedure for filling out medical resume forms. This is a reinforcing factor included in the SOP variable. In line with [6] which states that the absence of a policy on filling out medical resume forms makes officers have no reference in filling out so there are still many medical resumes that are not filled in completely.

Problem-solving at the Pratama Clinic is carried out by determining the priority of the problem using the USG method (Urgency, Seriousness, Growth). After finding the priority of the problem, then determine the improvement recommendation efforts using the brainstorming method.

Based on this description, this study aims to investigate the factors leading to the incomplete filling of medical resume forms for hospitalized patients at the Pratama Clinic.

2. Materials and Methods

2.1 Data Collection

This research is a qualitative study that describes the current conditions at the Pratama Clinic regarding the incomplete filling of inpatient medical resume forms. The research subjects include 2 doctors, 4 nurses, and 2 medical record officers. Data collection methods involve in-depth interviews, observation, documentation, Urgency, Seriousness and Growth (USG) analysis, and brainstorming. This study received approval from the Jember State Polytechnic Health Research Ethics Commission, with the ethical approval letter number 1470/PL17.4/PG/2023.

2.2 Data Preprocessing

The data analysis conducted by the researchers is qualitative, involving steps such as data reduction, data display or exposure, and drawing conclusions. The data reduction step is an analysis step by sorting or summarizing the main things from the observations which are then described to get an overview of the research problem. Followed by the data display step or presentation of data in narrative form. Concluding can already be done based on evidence - evidence of data obtained in the field accurately and factually.

3. Results and Discussion

3.1 Analyzing the Predisposing Factors (Knowledge, Attitude, and Education) that cause incomplete filling of medical resume forms for inpatients at Pratama Clinic.

A. Knowledge

Knowledge is the product of someone sensing a particular object or the understanding they produce regarding an object by utilizing their senses [4]. Knowledge for the context of this study, namely doctor and nurses' understanding of the purpose of filling out medical resume forms, items that must be filled out completely in medical resumes, percentage of completeness of medical resume forms, time standards in filling out medical resume forms, and the impact of incomplete medical resume forms filled out.

The overall findings from the interviews indicate that doctors and nurses have insufficient knowledge about the time standards for completing medical resume forms. The officers' understanding of the standard time for completing these forms, which is supposed to be within 24 hours after the service, does not meet expectations. [7] stated that the filling of the medical resume form for inpatients is no later than 1x24 hours after completion of inpatient services and has been filled in completely by officers with a completeness standard of 100%. Lack of knowledge will cause doctor and nurses to behave according to their knowledge. Officer knowledge can influence behavior in filling out medical resume forms. Understanding the importance of complete medical records is essential for healthcare professionals, including doctors, nurses, and medical record officers alike. Based on these aspects, it can be concluded that the knowledge sub-variable is a factor causing incomplete filling of inpatient medical resume forms at Pratama Clinic.

B. Attitude

Attitude according to [8] attitude refers to an individual's subjective response to a stimulus or object, indicating readiness to react within a specific scope. This response does not necessarily translate into action but reflects the preparedness to engage with the object. Based on interviews conducted by researchers, the overall finding is that the attitude of doctors and nurses at the Pratama Clinic remains inadequate. This is attributed to their neglect in completing items on medical resume forms due to a lack of responsibility. In line with [9], one factor contributing to the incomplete filling of medical record forms is the limited time available, stemming from the doctors' heavy workload responsibilities. This limitation significantly affects the time allocated for completing medical records.

Medical records that have been returned to the officer concerned, if not immediately filled in, will make it difficult for medical record officers to find the file when the patient comes back. The medical records officer must check the doctor's room to retrieve the medical records that have not been filled in earlier and when retrieving the medical resume form is still not filled in. This happens because doctors are busy and have not had time to refill the medical resume form. Doctors often use being busy as an excuse for not completing medical resumes. Nevertheless, being busy should not serve as an excuse, as completing a medical resume is mandatory for doctors. This requirement is outlined in Medical Practice Law No. 29 Article 46 Paragraph (1), which stipulates that every doctor or dentist must maintain medical records in their practice. Therefore, it can be concluded that attitude, as a sub-variable, contributes to the incomplete filling of inpatient medical resume forms at the Pratama Clinic.

C. Education

Education is the process of developing individual abilities and strengths. The higher the education of an individual, the easier it is for that person to accept information, which makes their knowledge wider [10]. The education of doctor and nurses at Pratama Clinic based on observations can be seen in the table below.

Table 3. Staffing Data of Pratama Clinic

Informant	Position	Last Education
1	Doctor	SI Medicine
2	Doctor	SI Medicine
3	Nurse	D3 Nursing
4	Nurse	D3 Nursing
5	Nurse	D3 Nursing
6	Nurse	SI Nursing

Source: Secondary Data (TU Pratama Clinic, March 2024)

Table 3 shows that doctor and nurses who fill out inpatient medical resume forms at Pratama Clinic have educational qualifications by their respective prescriptions in the health field. This is by the [11] on medical practice, doctors and dentists include general practitioners, specialist doctors, dentists, and specialist dentists who have graduated from recognized medical or dental education programs, whether domestic or international, accredited by the Indonesian government through statutory regulations. Nurse education standards in the [12] nurses are individuals who have completed nursing education programs recognized by the Indonesian government, whether from national or international institutions and are registered and authorized to practice nursing according to relevant laws. Nursing education in Indonesia encompasses vocational, academic, and specialized training programs.

Doctor and nurse education can influence officer behavior in filling out medical resume forms completely. The higher the education of individuals, the easier it will be for them to receive information, which makes their knowledge increase [10]. The level of education greatly influences the filling of medical resume forms, and the risk of incomplete filling of medical resume forms if filled in by officers who have less education [13]. Scientific updates for doctors and nurses are also important to pursue by keeping abreast of developments in science and technology, especially in the fields of medicine and health. This incorporates updated information and regulations on medical records aimed at enhancing the quality of healthcare practice among doctors and medical staff in delivering services to the community. Therefore, it can be concluded that the education sub-variable is not a contributing factor to the incompleteness of inpatient medical resume forms at the Pratama Clinic.

3.2 Analyzing Enabling factors (Facilities and Training) that cause incomplete filling of inpatient medical resume forms at Pratama Clinic

A. Means

Facilities are facilities or tools used to support the implementation of an activity or process [14]. Facilities are physical objects that can be seen and felt, such as medical resume sheets. Based on the overall interview findings, it can be concluded that the complexity of the medical resume form itself is not a factor contributing to incomplete

completion. The form's structure and the clarity of its contents make it easy for officers to understand and fill out according to the required information.

In line with [15] their research described that a clear and easy-to-read form design will make it easier for doctors and nurses to understand and fill out medical resume forms. Forms designed with a focus on efficiency can reduce the time it takes doctors and nurses to fill out, so they can spend more time interacting with patients and performing other tasks [16]. Effective medical resume form design can improve the behavior of doctors and nurses, thereby encouraging improvements in the quality of health services provided to patients.

B. Training

Training is a way to develop skills and increase the knowledge of doctors, nurses, and medical record officers to achieve the ability to fill out medical resume forms. Job training is organized based on a program that follows work competency standards, and can be held both at training institutions and at the workplace itself [10]. The results of the interviews as a whole can conclude that the doctor and nurses have never attended training on filling out medical resume forms.

From the observations that the researchers have made through searching for the existence of officer training certificates and found that there is no training certificate regarding filling out medical resume forms. Training on filling out medical resume forms is useful for improving officer behavior in filling out medical records properly. In line with [17], training has the potential to influence behavior, such as increasing doctors' awareness of completing medical resumes thoroughly. Conducting training sessions can help officers comprehend the significance of filling out the medical resume form completely and the consequences of incomplete documentation. This understanding is expected to motivate officers to improve their practices and perform optimally. Therefore, it can be concluded that the training sub-variable contributes to the incomplete filling of inpatient medical resume forms at the Pratama Clinic.

3.3 Analyzing Reinforcing factors (SOP and Motivation) that cause incomplete filling of inpatient medical resume forms at the Pratama Clinic

A. SOP

A Standard Operating Procedure (SOP) is a guide or written instructions that contain descriptions of steps or procedures that must be followed systematically and consistently in carrying out a task or activity [18]. The SOP referred to here is a guideline used by officers as a reference for filling out medical resume forms. The SOP mentioned here serves as a reference for officers to fill out medical resume forms. Overall interview findings revealed that there is no specific SOP regarding the completion of medical resume forms. At the Pratama Clinic, officers rely on Permenkes 269 of 2008 concerning medical records as a guideline for filling out these forms. However, not all officers are familiar with the contents of this regulation, leading to incomplete filling of the medical resume forms.

The results of the researcher's observation of the availability of SOP (Standard Operating Procedure) in the administration of the Pratama Clinic, it was found that no SOP was governing the filling of medical resume forms. SOP (Standard Operating Procedure) in writing medical resumes is very important for health facilities, this is

because the SOP for filling out medical resumes can be an important tool to influence the behavior of officers in carrying out their duties professionally and according to the standards set by health facilities [19]. The absence of SOPs on filling out medical records will result in bad doctor behavior such as not completing items on the medical resume. The lack of SOPs for completing medical records can lead to poor doctor behavior, such as neglecting to fill out items on the medical resume. Therefore, it can be inferred that the absence of SOPs regarding the completion of medical resume forms is a factor contributing to the incomplete filling of inpatient medical resume forms at the Pratama Clinic.

B. Motivation

Motivation is a drive in which there is an element of coercion from someone to carry out certain activities to achieve a goal to be achieved [4]. Motivation in this study is in the form of punishment given to officers if they do not fill out the medical resume form completely. Based on the interview findings, it can be concluded that the Pratama Clinic does not enforce strict sanctions on doctors and nurses for errors in their duties; rather, they typically issue reprimands or warnings when healthcare workers make mistakes or show negligence in their tasks.

[20] State that giving sanctions such as reprimands, and if it continues, it can be done by giving warning letters to recording officers who do not complete medical record files completely, as well as to officers who do not comply with standard operating procedures (SOPs). The intention behind applying penalties is to deter healthcare workers from committing violations or errors, such as incomplete filling out of medical resumes. In line with [21] stated that punishment is given with the aim that negligent employees try to correct the mistakes made. The behavior of doctors and nurses who often ignore reprimands makes filling out medical resume forms incomplete. Based on this, it can be inferred that the implementation of penalties is a contributing factor to the incomplete filling of inpatient medical resume forms at the Pratama Clinic.

3.4 Prioritizing problems related to incomplete filling of inpatient medical resume forms at Pratama Clinic using the USG (Urgency, Seriousness, Growth) method

Prioritizing problem identification is the initial stage in identifying the factors responsible for the incomplete filling of inpatient medical resume forms at the Pratama Clinic. The priority of problems causes of incomplete filling out of inpatient medical resume forms in Clinic is the first, namely the lack of responsibility doctor and nurses are responsible for filling out the inpatient medical resume form, second place is the absence of an SOP regarding filling out the medical resume form, The third place is doctor and nurses who have never attended training Regarding filling out the medical resume form, the fourth place is restrictions doctor and nurses' knowledge regarding standard time for filling out resume forms inpatient medical care, fifth, namely that there is no strict punishment for doctor and nurses who do not fill out the medical resume form completely.

3.5 Developing recommendations for improving the incomplete filling of inpatient medical resume forms at the Pratama Clinic based on prioritized problems identified through brainstorming.

This study used the brainstorming method to develop alternative problem-solving. The following are the results of the preparation of improvement efforts using the brainstorming method. The first problem is lack of doctor responsibility and nurses towards filling inpatient medical resume form, the improvement efforts obtained include reminding fellow officers to complete the inpatient medical resume form, because filling out the medical resume form completely is very important. The second problem is no available SOP about filling out the medical resume form, the improvement efforts obtained include create and establish SOPs regarding filling out medical resume forms and carrying out routine socialization during monthly meetings. The third problem is doctors and nurses have never attended training regarding filling out medical resume forms, the improvement efforts obtained include remind each other to complete the inpatient medical resume form, because filling out the medical resume form completely is very important. The fourth problem is lack of knowledge by doctor and nurses regarding the standard time for filling out inpatient medical resume forms, the improvement efforts obtained include socialization and training were carried out for doctors and nurses discussing standard times for filling out medical resumes. The fifth problem is there is no strict punishment for doctors and nurses who do not fill out the medical resume form completely, the improvement efforts obtained include imposing severe sanctions in the form of warning letters 1,2,3 to doctors and nurses who do not fill out the medical resume form complete.

4. Conclusion

Referring to the findings through the results and discussion related to the analysis of factors that cause incomplete filling of inpatient medical resume forms at Pratama Clinic, it can be concluded that problems causing incomplete filling of inpatient medical resume forms at the Pratama Clinic include doctors' and nurses' irresponsibility in completing the forms, the absence of SOPs guiding their completion, lack of training on proper completion for doctors and nurses, lack of knowledge among doctors and nurses regarding completion time standards, and the absence of severe penalties for incomplete completion by doctors and nurses.

Recommended improvement efforts to address incomplete filling of inpatient medical resume forms at the Pratama Clinic, based on the prioritized problems, include reminding fellow officers to complete the inpatient medical resume form, because filling out the complete medical resume form is very important, making and establishing SOPs regarding filling out medical resume forms and conducting routine socialization during monthly meetings, procurement of training on filling out medical resume forms that must be attended by doctors, nurses, and medical record officers, conducting socialization and training for doctors and nurses that discuss the time standards for filling out medical resumes and imposing severe sanctions in the form of 1,2,3 warning letters to doctors and nurses who do not fill out medical resume forms completely.

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