

**Analysis Causative Factor of Incompleteness Filling Inpatient Medical
Record Files at the Sumber Sehat Clinic Jombang**

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ABSTRACT

Incomplete filling of medical records leads to reduced quality of service. Complete inpatient medical record filling is 100% in accordance with Standard Operating Procedures (SOP). This study aims to analyze the factors that cause incomplete filling of inpatient medical records at the Sumber Sehat Clinic in Jombang. The data analysis used is qualitative analysis. Data collection using interviews, observation, and documentation. The research subjects totaled 7 people. The preliminary survey was conducted from May to July 2022. The data taken were medical record documents submitted by the inpatient unit to the medical records department on that date. Based on the results of 50 medical records studied, seen from 3 components, the results obtained in the Identification component 32% Authentication 58% Important Report 44%. Based on these results, it was found that the lowest incomplete rate was in Identification of 32%. The results obtained in this study are that medical personnel have never attended training on medical records, the SOP has not been properly socialized, there is no special training budget and the SOP for filling out medical record documents is only found and stored in the medical records section. The suggestions for this problem are to organize and provide budget funds for training in organizing medical records, especially in filling out medical records to health workers, socializing the SOP for filling out medical records to health workers.

Keywords: Incompleteness, Medical Records, Clinic