

***Analysis of Factors Causing Incomplete Entry and Exit Summary Inpatient
at Kademangan Health Center***

Rossalina Adi Wijayanti, S.KM., M.Kes

Tri Elhayyu Akfiyonuri

*Health Information Management Study Program
Department of Health*

ABSTRACT

Medical records are documents that contain information about a patient's identity, examinations, treatments, actions, and services provided to the patient during their care. Based on preliminary studies conducted at Kademangan Health Center in Bondowoso, a 59% incompleteness rate was found in the entry and exit summary. This study aims to analyze the factors contributing to the incompleteness of entry and exit summary in the inpatient department of Kademangan Health Center. This research is a qualitative study. The study subjects consisted of six individuals: one head of the health center, one inpatient doctor, two inpatient nurses, one medical records officer, and one registration desk staff. The data collection techniques used by the researcher included interviews, observations, and documentation. The study found that in terms of motivation, evaluations were conducted during mini-workshops; however, there were no rewards or punishments. In terms of opportunity, the Standard Operating Procedures (SOP) regarding the minimum standards for documentation were unclear, and the staff had not participated in training activities. Regarding ability, the staff lacked knowledge related to filling out entry and exit summary. The study recommends implementing a reward and punishment system, improving the SOP for filling out entry and exit summary, and delegating staff to participate in training activities.

Keywords: *incomplete, entry and exit summary, inpatient*