

**Analisis Faktor Ketidaklengkapan Rekam Medis Pasien Rawat Inap di
Ruang NICU RSUD Dr. TC Hilles Maumere**

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ABSTRAK

Rekam medis dianggap lengkap apabila diisi 100% oleh Profesional Pemberi Asuhan (PPA) dalam waktu 24 jam setelah pasien pulang. Pada periode Juni hingga Agustus 2023, dari 270 rekam medis pasien rawat inap di Ruang NICU RSUD Dr. TC Hillers Maumere, hanya 67 (25%) yang lengkap, sementara 203 (75%) tidak lengkap. Penelitian ini bertujuan untuk menganalisis faktor-faktor penyebab ketidaklengkapan pengisian rekam medis berdasarkan teori kinerja Robbins yang meliputi motivasi, kesempatan, dan kemampuan. Penelitian menggunakan metode kualitatif dengan teknik wawancara, observasi, dokumentasi, serta metode USG (*Urgency, Seriousness, Growth*) dan *brainstorming*. Hasil penelitian menunjukkan bahwa faktor motivasi terkait dengan ketidaklengkapan rekam medis adalah tidak adanya penghargaan (*reward*) bagi petugas yang mengisi rekam medis secara lengkap serta tidak diterapkannya sanksi tertulis bagi yang tidak melengkapi. Faktor kesempatan berkaitan dengan ketidaklengkapan rekam medis adalah belum tersedianya Standar Prosedur Operasional (SPO) pengisian rekam medis di Ruang NICU, sehingga proses sosialisasi, monitoring, dan evaluasi belum berjalan optimal. Selain itu, kompleksitas formulir juga menjadi kendala. Faktor kemampuan terkait dengan ketidaklengkapan rekam medis adalah belum adanya pelatihan internal maupun eksternal mengenai pengisian rekam medis, serta kurangnya sosialisasi mengenai batas waktu penyelesaiannya. Berdasarkan analisis metode USG, faktor utama penyebab ketidaklengkapan adalah belum tersedianya pelatihan, dengan skor tertinggi 134. Disarankan pelaksanaan pelatihan internal dan eksternal untuk meningkatkan kelengkapan pengisian rekam medis.

Kata Kunci: Kelengkapan Rekam Medis, Kinerja, Rawat Inap

Factor Analysis of Incomplete Medical Records of Inpatients in the NICU

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ABSTRACT

Medical records are considered complete when they are 100% filled out by the Healthcare Professionals (PPA) within 24 hours after the patient is discharged. During the period from June to August 2023, out of 270 inpatient medical records in the NICU of RSUD Dr. TC Hillers Maumere, only 67 (25%) were complete, while 203 (75%) were incomplete. This study aims to analyze the factors contributing to the incompleteness of medical record documentation based on Robbins' performance theory, which includes motivation, opportunity, and ability. The study uses a qualitative method with interview, observation, and documentation techniques, as well as the USG method (Urgency, Seriousness, Growth) and brainstorming. The research findings indicate that the motivational factor contributing to incomplete medical records is the absence of rewards for staff who complete records thoroughly and the lack of written sanctions for those who do not. The opportunity-related factor is the unavailability of Standard Operating Procedures (SPO) for medical record documentation in the NICU, resulting in suboptimal socialization, monitoring, and evaluation processes. Additionally, the complexity of the forms is also a challenge. The ability-related factor is the lack of internal and external training on how to properly fill out medical records, as well as insufficient dissemination of information regarding the deadlines for completion. Based on the USG method analysis, the primary factor contributing to the incompleteness is the lack of available training, with the highest score of 134. It is recommended to implement both internal and external training programs to improve the completeness of medical record documentation.

Keyword: *Completeness of Medical Records, Performance, Hospitalization.*