

Analysis of Factors Causing Incompleteness of Outpatient Medical Records at

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ABSTRACT

The incompleteness of medical records at Wonosari Public Health Center was high, failing to meet the 100% standard. In October and November 2024, the incompleteness rate was 38%, increasing to 40% in December. This study aimed to analyze the factors causing incomplete outpatient medical records based on the 5M management aspects. A qualitative approach was used with 10 respondents, including medical record officers, nurses, midwives, administrative staff, and doctors. Data collection involved interviews, observation, documentation, USG, and brainstorming. The man factor showed that staff qualifications were not appropriate, and no medical record training had been attended by the staff. The material factor indicated that the completeness checklist for medical records had not been used optimally so that control of the completeness of medical records is not optimally. The method factor revealed that SOP socialization had not been carried out evenly and regularly, and there were no technical guidelines explaining the detailed procedure for completing medical records. The main issues were staff had not attended medical record training, the use of the medical record completeness checklist was not optimal, and the socialization of medical record SOP was not optimal. The proposed solution was to involve or delegate staff to training to improve their skills and performance.

Keywords: *Incompleteness, 5M, Health Center, Management, Outpatient*