Analysis of Factors Causing Incomplete Completion of Inpatient Medical Resume Forms at Gladak Pakem Jember Health Center
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ABSTRACT

form of incomplete medical resume for inpatients at the Gladak Pakem Jember Health Center from April to June 2025 was 77.7%. This showed that many medical resume forms had not been completely filled out in accordance with the SPM standard, which was 100%. This study aimed to analyze the factors that caused the incomplete filling of inpatient medical resume forms at the Gladak Pakem Jember Health Center. This was a qualitative study with data collection techniques that included interviews, observations, and documentation. The subjects in this study were 1 DPJP (primary physician), 5 nurses, and 1 PMIK (medical record officer). The results of the study reveal that the causes of incomplete filling of medical resume forms are based on several factors. Ability factors include the education of medical record officers not meeting the required standards, a lack of knowledge among officers, and the fact that officers have never attended training. Motivational factors include the absence of a reward system, ineffective implementation of punishments, and a lack of regular evaluations. Opportunity factors include the absence of a Standard Operating Procedure (SOP) for filling out medical records and the lack of SOP socialization among officers. The suggestions in this study are to propose the recruitment of qualified PMIK personnel, delegate officers to attend seminars and training sessions, implement a reward system, enforce strict sanctions, conduct periodic evaluations, develop SOPs for medical record documentation, and ensure the SOPs are properly socialized to all relevant officers.

Keywords: *Incompleteness, Hospitalization, Medical resume form, Performance Theory*