

Factors Analysis of Incomplete Completion of Inpatients Medical Resume at Bahagia General Hospital Makassar.

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ABSTRACT

Incomplete filling of medical resume files often occurs, one of which is at Bahagia General Hospital Makassar. The number of incomplete filling out of outpatient medical resumes in the Cempaka care room is very high, with the total percentage of incompleteness in November, December, and January reaching an average of 8.00, increasing every month. The purpose of this study is to analyze the factors causing the incompleteness of medical resume filling based on Armstrong and Baron's (1998) performance theory. The type of research used is qualitative with data collection techniques including interviews, documentation observation, and brainstorming. The subjects of this study are doctors, nurses, and medical record officers. The results of this study show that individual factors include the educational background of the involved officers matching their qualifications, namely graduates of medicine, nursing, and medical records; however, not all officers have attended training on filling out resumes, and there is a lack of knowledge regarding the completeness of SPM. Leadership factors, the head of the service sector has not implemented motivation in the form of providing rewards to all officers who always complete medical resumes and direction has not involved all officers in implementing the completeness evaluation. Group factors indicate that cooperation among officers has been running well. System factors include the checklist sheet not being optimally implemented, the absence of SOP for filling and assessing completeness, and no socialization of the SOP. Situational factors include officers performing multiple tasks (double jobs). The conclusion of this study is that the factors causing incompleteness in filling medical resumes lie in individual factors, leadership factors, system factors, and situational factors. The recommendations given are to conduct training for the involved officers, create and establish SOPs for filling and assessing medical resumes, and carry out socialization of the SOP.

Keywords: *Brainstorming, Hospital, Incompleteness, Medical Records, Performance*