

***Analysis of Factors Causing Incomplete Filling of the Integrated Patient Progress Notes (CPPT) for Outpatients at the Tebing Tinggi Police Clinic***  
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***ABSTRACT***

*The completeness of Integrated Patient Progress Notes (CPPT) is one of the main indicators in assessing the quality of health services and ensuring continuity of care for patients. However, in practice, there is still incomplete filling of CPPT at the Tebing Tinggi Police Clinic from March to May, namely 63%. This study aims to analyze the factors causing incomplete CPPT completion for outpatients at the Tebing Tinggi Police Clinic based on the 4M management elements, namely man, method, material, and money. This study used a qualitative method with data collection techniques conducted through observation, in-depth interviews, documentation, and brainstorming. The research subjects consisted of doctors, clinic heads, and medical record officers. The results showed that the man factor included a lack of knowledge and training of officers related to CPPT filling. The method factor was caused by the unavailability of Standard Operating Procedures (SOP) for CPPT filling. The material factor was related to the design and availability of CPPT forms, while the money factor was influenced by budget constraints to support medical record management. The conclusion of this study shows that the incompleteness of CPPT filling is caused by the 4M factors. Therefore, improvement efforts are needed through the preparation of SOPs, increased staff training, and adequate budget support to improve the quality of medical record services at the Tebing Tinggi Police Clinic.*

***Keywords:*** *Incompleteness, CPPT Form, Outpatient Care, 4M*