

***Factor Analysis Cause Incomplete Medical Resume Inpatient In Puskesmas
Krembung Sidoarjo***

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ABSTRACT

Incomplete completion of medical resume forms frequently occurs at Puskesmas Krembung Sidoarjo, where the percentage of incompleteness remains high and does not meet the 100% completeness standard. In April it was 52.94%, in May 54.28%, and in June 44.11%, thereby disrupting the continuity of patient treatment. This study aims to analyze the factors causing the incompleteness of inpatient medical resumes at Puskesmas Krembung Sidoarjo based on individual, psychological, and organizational factors. This study used a qualitative design with 10 subjects consisting of 3 doctors, 3 nurses, the head of medical records, 2 medical record staff, and the head of the public health center. Data were collected through in-depth interviews, observation, documentation, and brainstorming. The results showed that individual factors (ability and experience) indicated that health workers were less capable of completing medical resume forms. Psychological factors in the form of attitude and motivation (punishment) included the absence of punishment enforcement for staff who did not perform their duties according to standards. Organizational factors included leadership, rewards, job design, and human resources, namely the lack of a monitoring system for medical resume completion, the absence of consistent rewards for health workers, and the absence of SOPs regarding inpatient medical resume completion. Improvement efforts include directly confirming incomplete forms with health workers, proposing the addition of health personnel—especially doctors—based on workload calculations, and implementing training on medical record documentation, particularly medical resume completion.

Keywords: *Incompleteness, Medical Summary, Public Health Center*