

***Analysis of Factor Causing Officer Behavior in Filling Out the Inpatient
Medical Resume Form at the Kasih Ibu Jenggawah Primary Clinic
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ABSTRACT

Incomplete completion of inpatient medical discharge summaries remains a frequent problem, including at Klinik Pratama Kasih Ibu Jenggawah. The average incompleteness rate of medical discharge summary forms from October 2024 to November 2025 reached 99.4%, primarily due to physicians delaying completion of the summaries when patients were discharged. This study aimed to analyze staff behavior in completing inpatient medical discharge summary forms based on behavioral theory. This qualitative study employed in-depth interviews, observation, documentation, and discussion as data collection techniques. The study involved eleven informants, consisting of one general practitioner, one physician who also served as the clinic director, five nurses, three midwives, and one medical record officer. The results showed that predisposing factors, including knowledge and attitudes, contributed to staff behavior in completing inpatient medical discharge summary forms. Enabling factors, including the design of the medical discharge summary form, socialization, and standard operating procedures (SOP), also influenced staff behavior. Reinforcing factors, including punishment and personal references, were found to affect staff behavior as well. Based on these findings, the proposed recommendations include conducting socialization and training for all staff involved in completing medical discharge summaries, providing guidance and supervision to all staff, redesigning the form in accordance with regulations and clinic needs, developing SOP for completing inpatient medical discharge summary forms, implementing punishment by the clinic director in the form of verbal warnings, and strengthening the role of physicians as personal references.

Keywords : Behavior, Clinic, Discharge Summary