

***Analysis of Faktors Causing Incomplete Documentation of Outpatient
Electronic Medical Record at Klatak Banyuwangi Health Center***

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ABSTRACT

A medical record is a document containing information on all health services provided to a patient and must be completed completely after the service is provided. An electronic medical record is a medical record created using an electronic system intended for the organization of medical records. The results of a preliminary study at the Klatak Banyuwangi Community Health Center found incomplete electronic medical records for outpatients with a percentage of 59%. This study aims to analyze the factors causing incomplete electronic medical records for outpatients at the Klatak Banyuwangi Community Health Center. This study used a qualitative approach. The research subjects were 12 informants consisting of the head of the community health center, 2 general practitioners, 1 dentist, 3 nurses, 3 midwives, and 2 registration and medical record officers. Data collection techniques included observation, in-depth interviews, and documentation. The analysis of the problem of incomplete electronic medical records used Robbins and Judge's performance theory. The research variables used from Robbins' theory were ability variables in the form of education, training, and knowledge. Motivation variables include intrinsic motivation (advancement, recognition, responsibility, and achievement) and extrinsic motivation (evaluation, reward, and punishment). Opportunity variables include SOPs and facilities.

Keywords: Electronic Medical Records, Health Center, Incompleteness, Performance