

***Analysis of Factors Causing Incomplete Outpatient SIMPUSWANGI at Badean
Community Health Center, Banyuwangi.***

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ABSTRACT

Incomplete data entry in the Electronic Medical Record (EMR) system known as SIMPUSWANGI can compromise data quality and healthcare services. This study aimed to analyze the factors contributing to incomplete SIMPUSWANGI entries for outpatient services at the Badean Community Health Center (Puskesmas) in Banyuwangi, based on the "4M" framework: Man, Money, Method, and Machine. A qualitative research design utilizing a case study approach was employed. Data were collected through observation, in-depth interviews, and document review, while analysis followed the Miles and Huberman model, with validity verified through source and technique triangulation. The findings indicate that the "Man" factor was influenced by staff's lack of understanding and the absence of continuous training; the "Money" factor revealed that while a budget existed, it had not been optimally utilized; the "Method" factor was affected by the lack of Standard Operating Procedures (SOP) for SIMPUSWANGI data entry; and the "Machine" factor was impacted by the suboptimal performance of certain laptops and computers. It is concluded that the Man, Method, and Machine factors are the primary causes of incomplete SIMPUSWANGI entries. Recommended improvements include training, dissemination of information, on-the-job training (OJT), knowledge sharing, the development of SOP, and the periodic procurement and maintenance of computer equipment.

Keywords: *SIMPUSWANGI, electronic medical records, incomplete documentation, 4M.*