Analysis of Factors Contributing to Incomplete Inpatient Electronic Medical Record Entries at Al Huda Hospital, Banyuwangi

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ABSTRAK

The initial implementation of the Electronic Medical Record (EMR) system at Al Huda Hospital Banyuwangi began in May 2025. However, issues regarding incomplete documentation in inpatient EMRs have persisted. Data from 2025 reveals that out of 10,399 total inpatient EMR cases, 7,375 cases (70.9%) were incomplete, far exceeding the 3,024 cases (29.1%) that were complete. The highest rate of incompleteness occurred in July 2025 (1,054 cases), with the Internal Medicine department recording the highest number of incomplete cases (2,124). A qualitative study utilizing interviews, observations, documentation reviews, and discussions indicated that despite the staff's positive performance regarding personal attributes and teamwork incompleteness was driven by suboptimal management support in resolving operational obstacles *(leadership factors)*, as well as limitations in human resources and infrastructure, additional workloads *(system factors)*, and high workplace pressure *(contextual/situational factors)*. Based on these findings, recommended improvements include collaborative prioritization of infrastructure needs, workload-based analysis of healthcare staffing requirements, implementation of a reward and punishment system (such as recognition or incentives), and the development and dissemination of technical guidelines for EMR documentation.

Keywords : *Incompleteness, Electronic Medical Records, Hospitals, Performance*