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Incomplete Medical Resumes: Unveiling the Critical Factors

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Abstract: This study aims to investigate the primary factors causing incomplete medical resume forms in inpatient settings. By analyzing medical resumes, the research identifies method, media, motivation, and financial factors as the main contributors to the observed deficiencies. The absence of a standard operational procedure (SOP) emerged as the top priority, followed by the lack of dedicated media for doctors and budgetary constraints impacting medical record availability. Lastly, the study highlights the absence of strict sanctions for personnel not completing medical resumes accurately. The findings of this research hold implications for improving the quality of medical resumes by addressing these identified factors, thereby enhancing patient care and treatment documentation.

Keywords: incomplete medical resumes, factors, methodology, motivation, financial constraints

1 Introduction

Medical records are one of the most important aspects in providing health services to patients. This is related to the content of the medical record document, which must contain all relevant information to provide additional services to patients. Medical record is a collection of records and documentation relating to patient identity, treatment, procedures, and other services (Kemenkes, 2013). Kemenkes (2008) the contents of the medical record must at least include the patient's identity, date and time of examination, medical history, results of physical and medical examinations, diagnosis, treatment plans, treatment and approval, observation notes and treatment results, discharge of treatment, name and signature. doctor, dentist or health care professional.

The patient's medical resume is a summary of the entire period of patient care and treatment as has been attempted by health workers and related parties. The patient's medical resume contains at least the patient's identity, admission diagnosis and indication of the patient being treated, a summary of the results of the physical and supporting examinations, final diagnosis, treatment, name and signature of the doctor, or dentist who provides medical services to the patient. The purpose of making patient medical resumes is to ensure continuity of good quality medical services and as useful material for doctors to receive patients when patients are admitted to health services, use of patient medical resumes

to protect continuity of care in the future by distributing copies to doctors in charge patients, providing data/information to support the activities of the Health.

Personnel Evaluation Committee, providing data/information to permitted third parties, providing data/information to patient sending parties for health care services (Tini et al., 2018).

The incompleteness of filling out the patient's medical resume form can be a problem because in the patient's medical resume form there is a summary of important information to maintain the continuity of nursing further for a copy to the doctor, in addition, filling out the patient's medical resume can also improve the quality of medical record services at health facilities. , and the impact of incompletely filling out the patient's medical resume form is that it interferes with the patient's treatment process because they do not receive the latest data from previous services, the quality of health services is reduced and the doctor who treats the patient is unable to provide gradual services (Maharani et al., 2022).

According to Gasperz (2006) problems that often occur always come from process elements consisting of 7M, namely Manpower (labor) in the form of knowledge and training on medical records, Machines (machinery and equipment) in the form of computers, Methods (work methods) in the form of SOPs. , Materials (raw materials and auxiliary materials) in the form of patient medical resume forms and completeness checklists, Media (place and work time) in the form of work time and work space, Motivation (motivation) in the form of awards and sanctions, Money (finance) in the form of budget funds.

Previous research regarding the factors causing incomplete medical records, Lestari (2020) stated that the main cause of incomplete medical resume forms was the manpower aspect, namely officers did not realize the importance of completing patient medical records, machines, namely facilities and infrastructure constraints, so that they did not support the management of health records, methods, namely there is no SOP (Standard Operating Procedure) so that the officer does it without supervision, so that the officer does not consider what needs to be written and completed, the material, namely the provision of ATK is still not paid attention, but the problem is not too urgent in filling out the completeness of the medical record file, media, namely an uncomfortable workplace and limited hours of work for officers with multiple workloads causing difficulties for officers in filling out medical records, motivation, namely a lack of motivation for officers and officers only understanding their responsibilities and must work properly and correctly, but sometimes officers still don't pay attention to their mistakes and bad behavior, and money, namely the budget for providing ATK is still hampered.

The conditions found at the Cermee Bondowoso Public Health Center were in the method aspect, namely the absence of SOPs regarding filling out medical resume forms, then on the media aspect, namely the condition of the room was not good because the doctor's room was in one room with the nurse. The motivation aspect is the absence of appreciation for officers who have done a good job, and there are no sanctions for officers who are negligent in their duties. The money aspect is that the budget for funds specifically provided for the procurement of medical record files has been fulfilled, but for budget funds such as training and procurement of goods, they still have to submit to the regional government in advance and require one year to realize it.

Based on the background of the problem, the researcher is interested in analyzing the priority factors of methods, media, motivation, and money as the cause of incomplete filling of inpatient medical resumes at the Cermee Bondowoso Public

2 Methodology

Types of research

This type of research uses qualitative research. At the District Health Center Cermee Bondowoso conducted a qualitative study to evaluate the factors that cause no complete filling out of the inpatient medical resume form.

Unit of Analysis

a. Object of research

The object of this study is to use an inpatient medical resume form to find out factors that cause incomplete inpatient medical resume forms at the Puskesmas Cermee Bondowoso Regency.

b. Research subject

In this study there were research subjects consisting of 1 head of the puskesmas, 3 inpatient doctors hospitalization, and 1 medical record officer to provide information on causes of incomplete life history patients at the Cermee Community Health Center, Bondowoso Regency.

Method of collecting data

a. Observation

The observation method was carried out by researchers by directly observing what components only what is in a medical resume is related to the incompleteness number.

b. Interview

The interview method is used to collect as much information as possible by doing question and answer session to respondents.

c. Documentation

The documentation method carried out by researchers aims to make evidence against incomplete medical resume form

3 Result

Analyzing the factors causing the incomplete filling of inpatient medical resume forms in terms of the method variables at the Cermee Bondowoso Public Health Center.

1. SOP (Standard Operational Procedure)

Work procedures are a series of activities that must be carried out by officers in the form of SOPs. Based on the results of the interview, it can be concluded that at the Cermee Health Center there is no SOP regarding filling out medical resumes, but only SOPs regarding the assessment of the completeness of the contents of medical records. Medical resumes can be used as a reference for carrying out job duties in accordance with the functions and work assessment tools of government agencies based on the indicators available at the health facility.

According to Sodik's research (2020) which states that there is no policy related to filling in inpatient medical resumes in health facilities, it is the cause of incomplete filling of medical record documents, especially on medical resume forms, so that officers do not have references in filling out medical resumes and health facilities need to provide related socialization. policy on the completeness of medical record documents, and the need to make a permanent SOP regarding filling out medical resumes with the aim of making it easier for officers to fill out medical resumes and minimizing incomplete medical resumes. Based on the results of the interview, it can be concluded that the Cermee

Health Center should make special work procedures for filling out medical resumes in order to reduce the factors causing incomplete filling of medical resumes and to improve the quality of medical record services at the Cermee Bondowoso Health Center.

Analyzing the factors causing the incomplete filling of inpatient medical resume forms in terms of media variables at the Cermee Bondowoso Public Health Center.

1. Workspace

The workspace in this study is the availability of a special workspace for DPJP doctors to fill out medical resumes, as well as the condition of the workspace. Based on observations made by researchers, there is no special room for doctors to fill out medical resumes, so doctors fill them in the nurse's room, which is rather small.

Based on the results of the interview, it can be concluded that there is no special room for doctors to fill out medical resumes, doctors fill out medical resumes in the nurse's room, and doctors are less comfortable filling out medical resumes in the nurse's room because the room is narrow, this is supported by the results of observations that researchers have done on availability of a special room for doctors and the result is that there is no special room for doctors, so the doctor fills out a medical resume in the nurse's room which is quite narrow.

Good workspace conditions can affect employee performance, and workspaces describe how the workspace environment can affect or increase work efficiency (Haqqi et al., 2020). Based on the results of the interview, it can be concluded that the workspace has a great influence on work, with a special workspace for doctors to fill out medical resumes, doctors will feel more comfortable and improve work quality, especially when filling out patient medical resumes.

Analyzing the factors causing the incomplete filling of inpatient medical resume forms in terms of motivation variables at the Cermee Bondowoso Public Health Center.

1. Award

The Cermee Bondowoso Public Health Center has never applied awards or recognition to encourage doctors and medical record officers to improve their performance, especially performance. Based on the results of interviews, it can be concluded that the Puskesmas has never given awards or recognition for the performance of health workers who do their jobs well. In addition, based on the results of interviews with 4 respondents regarding the award or gift, all respondents considered it very good and could improve the performance of officers in filling out medical resumes. This fact causes a discrepancy between the reality at the Cermee Bondowoso Public Health Center and the current theory, which does not reward or acknowledge good doctors' performance. This is not in line with Herzberg's theory (Latifah et al., 2020) where the leader is said to give gifts or rewards to members who are good or perform well. With this provision, it can increase employee morale which in turn improves their performance. By giving gifts, awards or recognition for good performance from the leadership to doctors and medical recorders, it can improve the performance of doctors and medical recorders and inspire and motivate loyalty to the work of doctors and recorders. in his work especially when filling out a patient's medical resume.

2. Sanctions

So far, at the Cermee Bondowoso Public Health Center, there are no sanctions related to incomplete completion of inpatient medical resume forms. Based on the results of the interviews, it can be concluded that the Cermee Health Center has never applied strict sanctions to health workers to provide a deterrent effect to officers who make mistakes in carrying out their duties, but only a warning or

warning if the health worker makes a mistake and is negligent in doing his job. According to Notoadmodjo (2010) states with a warning or as a necessary punishment, there is a fear of dismissal of employees, or demotion and so on. If the medical resume form at the Cermee Bondowoso Health Center is not complete, then the sanction given is only in the form of a warning, without strict sanctions.

The purpose of imposing sanctions is to prevent health workers from committing violations or mistakes, such as filling out incomplete medical resumes. According to Novita (2021) sanctions are imposed on employees who make mistakes and violations, are encouraged to stop and adhere to ethics and lead to positive behavior. Therefore, the imposition of very heavy sanctions is expected to reduce the incidence of incomplete medical resume forms. So, the Puskesmas should give sanctions to officers in order to minimize filling out incomplete medical resumes so that the problem of incomplete medical resumes can be resolved.

Analyzing the factors causing the incomplete filling of inpatient medical resume forms in terms of the money variable at the Cermee Bondowoso Public Health Center.

1. Budget

From the results of interviews with respondents, it can be concluded that the available budget funds are only the availability of medical resume forms, while for training and computer procurement it is still not available, you must submit it first to the local government, this is also supported by the results of researchers' observations by looking at the preparation of the budget funds in Puskesmas cermee and it was found that there was no special budget for the provision of training and computer procurement. According to Viridiana (2018), the budget is a written plan regarding an activity within the organization that can be expressed in the form of money, but can also be expressed in the form of goods/services.

The results of the interview show that there is no special budget for purchasing goods or training, so if you need something you must first submit it to the planning officer, then the planning party sends it to the local government, then if the government accepts the request, the government will provide a budget for the following year. . Regarding the problem of budget funds for the availability of medical record files, there is no problem, but there is only a problem of budget funds for the procurement of training and goods which must take 1 year to realize.

Determine the priority problems that are the factors causing the incomplete completion of the medical resume form for inpatients at the Cermee Bondowoso Public Health Center using USG (Urgency, Seriousness, Growth).

The priority order of problems causing incomplete filling of medical resumes is in the first order, namely in the aspect of methods, there is no SOP (Standard Operational Procedure) specifically for filling medical resumes, the solution to this problem is to make SOPs for filling out medical resumes in accordance with medical record service standards, this is in line with Putri's research (2021) the solution from the absence of SOPs for filling out medical resumes is to make SOPs for filling out medical resumes, with guidelines for officers to carry out work well and officers have no difficulty in carrying out their work and officers become focused in carrying out work so as to reduce the incidence of late returns. inpatient medical records. The second order is that in the media aspect there is no special room for doctors to solve the problem, namely separating a special room for doctors and other health workers' rooms and utilizing an empty room to become a special room for doctors, this is in line with Haqqi's research (2020) which states that the condition of the workspace A good workspace can affect employee performance, and workspace describes how the workspace environment can affect or

improve work efficiency. The third order is in the money aspect, namely the budget funds do not meet the needs, especially the needs in the medical record unit, the solution to this problem is that the puskesmas must share the budget funds equally in each unit in the puskesmas. And always responsive in submitting something that is needed by the units in the puskesmas. The fourth order is on the motivation aspect, there are no rewards and sanctions for officers who do their jobs well and for officers who are negligent in doing their work, the solution to this problem is to give awards to officers who are good at doing their jobs and give heavy fines in the form of letters of reprimand to officers who do not complete medical resumes, in order to improve the discipline of officers, especially doctors, this is in line with Latifah's research (2020) which states that by giving gifts, awards or recognition for good performance from the leadership to doctors and medical recorders, it can improve the performance of doctors and nurses. medical recorders as well as inspire and motivate loyalty to the work of doctors and medical recorders in their work especially when filling out patient medical resumes.

4 Conclusion and Recommendations

Conclusion

1. Method variable, namely at Cermee Health Center there is no SOP regarding the completeness of filling out a medical resume, there is only an SOP regarding the assessment of the completeness of medical records which does not explain the completeness of filling out a medical resume.
2. Media variable, namely there is no special room for doctors to fill out and complete medical records, the doctor's room becomes one with the nurse and midwife room.
3. Motivation variable, namely the absence of motivation to work for officers such as awards or gifts to officers, and the absence of strict sanctions in the event of incomplete filling of medical resumes.
4. Money variable, namely at the Cermee Health Center the budget for the funds given specifically for the procurement of medical record files has been fulfilled, but for the budget for funds such as training and procurement of goods, they still have to submit to the local government and need 1 year to realize it.
5. Based on ultrasound results, the main priority problem that causes incomplete filling of inpatient medical resume forms is that there is no SOP regarding filling in inpatient medical resumes.

Suggestion

1. Create, determine and socialize SOPs related to the completeness of filling out medical resume forms.
2. Utilize the empty room into a special room for doctors to fill out and complete patient medical records.
3. Submitting a computer procurement and designing a system for electronic medical records.
4. Giving awards or prizes for good work performance of doctors in filling out medical record files.
5. Giving sanctions to doctors related to filling out medical records, especially incomplete filling of medical resumes.

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