ABSTRACT

[Factors That Influence The Incomplete Completion Of The Inpatient Discharge Summary At Rsia Puri Bunda Kota Malang]. [Nur Fadhila Haryani (2023)], [Final Project Report], [D3 Medical Records and Health Information], [Medical Records and Health Information], [Dea Allan Karunia Sakti, SST., MKM.]. [Desma Legawa, SST., M.Kes.].

Background: The incompleteness of medical record documents, especially medical resume forms, is a very important problem because it affects the patient's treatment, doctors cannot perform tiered care, and the decline in the quality of hospital services. According to preliminary studies, incomplete filling of medical resumes is still found, namely there is a lack of filling in the doctor's signature, initial diagnosis at the time of admission, final diagnosis, medical history, and physical examination. **Methods:** This type of research uses qualitative methods with research instruments using interview and observation guidelines. The purpose of this study was to determine the factors causing incompleteness of inpatient medical resumes at RSIA Puri Bunda Malang City. The population of this study is the medical resume of inpatients in the third trimester of 2023 with a sample using the slovin formula with random sampling of 96 files. Incomplete filling of medical resumes as the dependent variable and factors using 3M as an independent variable. **Results:** Of the 96 medical record documents studied in four aspects of the medical resume, the results obtained in the aspect of patient identification were filled in completely and correctly. In the aspect of important reports, the components that are close to complete and correct are the history of the disease, the final diagnosis, and the way of discharge. In the authentication aspect, only the doctor's signature was filled in completely and correctly. In the aspect of good recording, the error correction component is close to complete and correct. Based on the results of interviews and observations of informants, the incomplete filling of medical resumes is influenced by the 3M factor, namely DPJP lack of discipline in filling out inpatient medical resumes (Man), there is no specific SOP regarding filling out medical resumes (Methods), the provision of infrastructure is good enough so that it is not the cause of incomplete filling of medical resumes (Materials). **Conclusion:** It is recommended to hold medical record training and guidance to doctors regarding the importance of the completeness of medical record documents, especially medical resumes in order to improve the quality of hospital services.

Keywords: incomplete medical resume, Man, Methods, Materials