ANALYSIS QUANTITATIVE OF DISCHARGE SUMMARY FORM FOR INPATIENTS AT WAVA HUSADA HOSPITAL

Redityasari, Salsa Della

Medical Record and Health Information Study Program, Health Polytechnic Ministry of Health Malang, Jl. Besar Ijen No.77c, Oro-oro Dowo, Kec. Klojen, Kota Malang

ABSTRACT

Background : *This study highlights the importance of medical record completeness, particularly the inpatient discharge summary form, as incomplete data may affect continuity of patient care, BPJS claim processes, and the overall quality of hospital services. Observations at Wava Husada Hospital revealed incompleteness in several components of medical records, therefore this study was conducted to analyze the causal factors using the 5M management approach.* ***Method :*** *The research employed a mixed-method design with a cross sectional approach. The study population consisted of 6,500 medical records, with a sample of 100 medical records determined using Slovin formula.* ***Result :*** *The findings showed that the average completeness of medical records was 87%, which does not meet the required 100% standard.* ***Conclusion :*** *The completeness of medical records at Wava Husada Hospital was mainly influenced by the human factor, including insufficient knowledge, lack of discipline, and non-compliance of healthcare workers with established SOP, which became the primary causes of the low completeness level. Thus, the incompleteness of medical records at Wava Husada Hospital may be influenced by multiple factors.*

Keywords : *medical records, discharge summary, document completeness, 5M management.*