

EKSPLORASI FAKTOR PENYEBAB KETIDAKSESUAIAN PENGISIAN RESUME MEDIS PASIEN RAWAT INAP DI RS CONDRONG CATUR

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INTISARI

Latar Belakang: Ketidaksesuaian pengisian *resume* medis di rumah sakit Indonesia disebabkan oleh beberapa faktor utama. Waktu yang terbatas dan minimnya ketelitian dari pihak dokter merupakan penyebab yang sering ditemui. Dari hasil studi pendahuluan yang telah dilaksanakan di RS Condong Catur di dapatkan data pada bulan Januari 2025 yaitu audit terhadap 150 sampel rekam medis, ditemukan bahwa pada *resume* medis keabsahan tanda tangan dan nama 4,7% sesuai standar sedangkan 95,3% tidak sesuai standar.

Tujuan Penelitian: Melakukan identifikasi terhadap faktor-faktor yang menyebabkan ketidaksesuaian dalam pengisian *resume* medis di RS Condong catur.

Metode Penelitian: Deskriptif eksploratif dengan pendekatan kualitatif.

Hasil: Berdasarkan penelitian didapatkan hasil dari faktor 5M yaitu, faktor *man* terdapat 7 kategori yang mencakup beban kerja, komunikasi efektif antar petugas, kualitas *resume* medis, kurangnya pelatihan dan pengembangan SDM, alih tanggung jawab pengisian, peran dan tanggung jawab serta pengetahuan DPJP. Faktor *methode* terdapat 5 kategori mencakup implementasi SOP, metode pengisian, tidak ada standarisasi pengisian *resume*, tidak ada landasan hukum dan monitoring evaluasi. Faktor *machine* terdapat kategori sarana dan prasarana. Faktor *material* terdapat kategori desain format. Faktor *money* terdapat kategori alokasi dana.

Kesimpulan: Terdapat kendala dari faktor *man*, *methode* dan *money*.

Kata Kunci: Ketidaksesuaian, Rekam medis, Resume medis

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**EKSPLORATION OF FACTORS CAUSING INCONSISTENCIES IN
COMPLETING ELECTRONIC MEDICAL RESUMES FOR INPATIENTS AT
CONDONG CATUR HOSPITAL**

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ABSTRACT

Background: The inconsistency in completing medical discharge summaries in Indonesian hospitals is caused by several major factors. Limited time and lack of accuracy from physicians are frequently encountered issues. Preliminary research conducted at Condong Catur Hospital in January 2025 showed that, from an audit of 150 medical records, only 4.7% of the discharge summaries met the standards in terms of name and signature validity, while 95.3% did not comply with the standards.

Objective: To identify the factors that contribute to the inconsistency in completing medical discharge summaries at Condong Catur Hospital.

Method: This study employed a descriptive exploratory design using a qualitative approach.

Results: The study identified contributing factors based on the 5M framework. For the Man factor, there were seven categories: workload, effective communication between staff, quality of medical summaries, lack of training and human resource development, handover of responsibilities, roles and responsibilities, and the attending physician's knowledge. The Method factor included five categories: SOP implementation, methods of completion, lack of standardized discharge summary formats, absence of legal framework, and monitoring and evaluation. The Machine factor included infrastructure and facilities. The Material factor involved format design, and the Money factor involved budget allocation.

Conclusion: The main challenges stem from the Man, Method, and Money factors.

Keywords: Inconsistency, Medical records, Discharge summary.

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