

## ABSTRACT

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Title : The Factors Affecting Medical Record Inpatient Utilization Using Fishbone Diagram

Medical record is a document containing records of patient identity, examination, and treatment. According to the regulation minister of health No.269, 2008, medical records should be made and completed immediately after the patient receives health care. In Pertamina Jaya Hospital, in filing a medical record still can be found incompleteness. Whereas the data from the medical record is very important in order to achieve the purpose of medical record that are as a communication tool, quality evaluation, payment system and legal protection. The analyzed data are inpatient medical records in May 2017. The purpose of this research are to conduct quantitative analysis of inpatient medical record and to identify factors that influence the completeness of hospitalized medical record by using fishbone method. This research is using descriptive method. Descriptive method is a technique of collecting data by observation, interview, and literature study. Using samples of 56 inpatient medical records that obtained from the calculation results using the proportion estimation formula. Based on the result of research with observation on 56 inpatient medical records, there were 41 medical records completeness (74%). The factors influencing the completeness of medical record can be found by conducting observation and interview, categorizing the factors that influence the completeness of medical record based on some factors such as man, machine, method, material, and money. There were some factors that affect the completeness of the medical record such as the insufficient time/busy to complete the medical record, unapplied sanction, lack of the socialization, the implementation of the medical record is not based on standard operational procedure, the form of quantitative analysis not covering all basic component, and limited funding for evaluation. As a solution to improve the completeness of the medical record, doing intensive socialization, adding medical staff and creating reward and punishment system.

Keywords: The factors affecting the completeness of inpatient medical record