

## ABSTRACT

### **Efforts to Improve Nurse's Performance in Completing the Inpatient Medical Record through Individual and Management System Factors Analysis**

#### **(A Case Study at Buleleng Regional Hospital)**

Medical Record (MR) completion at Buleleng Regional Hospital did not entirely follow the technical manual guidance. The preliminary survey revealed that the uncomplete MR was 50.2%, moderately complete was 25.4% and complete was 24.3%. The blank items were usually filled-up by nurses. Thus, the general performance of MR at Buleleng Regional Hospital (BRH) from 2001 until 2003 was poor. The objective of this research was to formulate efforts to improve nurse's performance in completing the inpatient medical record through individual and management system factors at Buleleng Regional Hospital.

This was an observational study carried out cross-sectionally towards nurse's performance in inpatient MR completion. The study location was Buleleng Regional Hospital, conducted from March 1 until May 15, 2005. The population was all BRH nurses of the inpatient and emergency wards. The sample was 93 people, it was a total sample consisted of 82 nurses from the inpatient and 11 nurses from the emergency ward.

The result of the study showed: 1) most respondents admitted that completing MR was generally not an easy task for nurses. 2) BRH management system was still poor, 3) more nurses were under low performance category; 4) the most dominant factors influencing nurse's performance were law comprehension and nursing supervision; and 5) efforts to improve nurse's performance were: a) a clear job description for good supervision and guidance, allocated-time according to Standard Operating Procedure, MR how and what-to-do, feed backs, reward and punishment, report on supervision and guidance; b) training/workshop by way of lectures, discussions or coaching method, nursing expert consultant for the training and training program of MR law policy socialization; c) formulation of service fee with a remuneration system; d) implementation of work tools evaluation; and e) development of guard/on-duty room.

***Key words: medical record, performance, nurse***