

ABSTRACT

**Force Field Analysis Approach To Improve Medical Records Completeness
In Aisyiyah Bojonegoro Hospital**

Medical record incompleteness during 2015 at Aisyiyah Bojonegoro Hospital was high and yet to be solved. Teoritically, the medical records' incompleteness influenced by either individual factors and organizational factors. Designed cross sectionally, the objectives of this study were to identify staff characteristic; analysis driving and restraining forces to completeness of medical records, analyze doctor's and nurses' performance on medical record completeness and analysis the amount of the driving forces and restraining forces that influencing the medical records completeness. Later, based on those result there was arranged a strategic plan to reduce medical record incompleteness using force field analysis approach.

The research result found as driving forces that reduce medical records' incompleteness were doctors' and nurses' awareness, motivation, and perception as well as high doctors' commitment. Whereas, the restraining forces were low compliance with operating procedures, bad job design, bad condition of work environment and supporting facilities as well as low administrative and managerial supports.

Based on force field analysis, the general conclusion that can be derived from this study were that there are two main areas that became the basis of improvements in strategic planning to reduce the number of incomplete medical record files that (a) reduce the restraining forces that include the development of reward systems work, improved working environment and supporting facilities, improvement design work and increased commitment of nurses; (b) to maintain and increase the driving forces include increased perception, awareness and knowledge for doctors and nurses with the efforts of supervision, resocialization, training on the medical record completeness as well as maintain and enhance the commitment of the doctors by applying fair reward system.

Key words : driving forces, restraining forces, medical record, force field analysis

ABSTRAK

Analisis Peningkatan Kelengkapan Pengisian Berkas Rekam Medis Di Rumah Sakit Aisyiyah Bojonegoro Dengan Pendekatan *Force Field Analysis*

Angka ketidaklengkapan berkas rekam medis di RS Aisyiyah Bojonegoro selama tahun 2015 masih tinggi dan perlu penyelesaian. Secara teoritis terdapat berbagai faktor yang mempengaruhi ketidaklengkapan berkas rekam medis tersebut, yaitu faktor individu dan faktor organisasi. Penelitian ini didesain secara *cross sectional* yang bertujuan untuk mengidentifikasi karakteristik petugas, menganalisis kinerja dokter dan perawat dalam kelengkapan isian berkas rekam medis, dan menganalisis besar faktor pendorong dan penahan yang mempengaruhi kelengkapan isian berkas rekam medis. Langkah selanjutnya yaitu menyusun rencana strategis untuk mengurangi angka ketidaklengkapan berkas rekam medis dengan menggunakan pendekatan *force field analysis*.

Dari penelitian didapatkan hasil bahwa variabel yang menjadi faktor pendorong dalam meningkatkan angka kelengkapan berkas rekam medis antara lain *awareness*, motivasi, persepsi dari dokter dan perawat, serta komitmen yang tinggi dari para dokter. Sedangkan variabel yang menjadi faktor penghambat antara lain ketidakpatuhan terhadap SPO, desain pekerjaan yang kurang baik, lingkungan kerja dan fasilitas yang kurang mendukung, serta rendahnya dukungan administrasi dan manajerial.

Berdasarkan *force field analysis*, kesimpulan yang dapat diambil secara umum dari penelitian antara lain (a) mengurangi faktor penghambat antara lain dengan mengembangkan *reward system*, mengembangkan lingkungan kerja dan sarana pendukung yang baik, pengembangan desain pekerjaan dan meningkatkan komitmen perawat (b) menjaga dan meningkatkan faktor pendorong antara lain persepsi, *awareness*, dan pengetahuan untuk dokter dan perawat dengan metode supervisi, re-sosialisasi, dan pelatihan pengisian berkas rekam medis serta menjaga dan meningkatkan komitmen dokter dengan memberikan sistem penghargaan yang adil.

Kata kunci: faktor pendorong, faktor penghambat, rekam medis, *force field analysis*