

ABSTRACT

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STAFF BEHAVIOR TOWARD THE COMPLETENESS OF ELECTRONIC MEDICAL RECORD (EMR) COMPLETION ACCORDING TO THE SNEHANDU KAR THEORY

ABSTRACT

Klinik Mata Utama in Bangkalan has implemented electronic medical record keeping and previously used a quantitative analysis form via Google Spreadsheet. This analysis covers four aspects: identification, reporting, authentication, and documentation; however, it only continued until February 2024 due to limited staff and high workloads. As a result, administrative orderliness, service quality accreditation, and data processing for reports were hindered. This study aims to investigate staff behavior regarding the completeness of electronic medical record (EMR) completion based on Snehandu Kar's theory.

The study employed a qualitative method with data collection through interviews and observations. The research subjects were staffs in the medical records unit, while the object was the electronic medical records of outpatients at Bangkalan Klinik Mata Utama (KMU).

Based on these findings, it was recommended that clinic management reorganize staff workload and schedules to enable quantitative analysis of EMRs. Support from superiors should be strengthened through written policies and the addition of specialized staff. The clinic should also provided regular training to enhance staff competencies and optimize the use of automated systems. Additionally, socialization to all staff, including non-medical record staff, s important to ensure that all parties understand and support the quantitative analysis process.

Although staff have awareness and commitment in performing their duties, time constraints and workload are the main obstacles, so management directives alone are insufficient without written policies, time management, effective task distribution, and adequate human resources. Continuous training is essential to improve staff understanding and skills in filling out medical records, which is part of healthcare service standards to ensure the completeness and accuracy of patient data.

Keywords: Staff Behavior, Quantitative Analysis, Snehandu Kar