

***The Analysis of Priority Causes of Delay Returning Medical Records
in Banjarsengon Health Center.***

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ABSTRACT

On time means that the medical records must be returned according to the time limit based on the standard operating procedures. An inaccurate return of medical records in Banjarsengon Public Health Center became a problem. It has an impact on increasing the workload of staff and the misfiles so that reducing the quality and sustainability of patient medical records. This research was aimed to analyze the priority causes of the delay returning medical records in Banjarsengon Public Health Center with the type of qualitative research. Data collected by observation, questionnaires, interviews, and documentation based on the Ability, Motivation, and Opportunity variables by using the CARL method as a data processing method. The result of this study showed that the SOP of returning medical records still not detailed yet as the priority causal factor which was resolved. The improvement effort for the problem is rearrange the SOP of Returning Medical Records in a more clear and detailed manner.

Keywords : Ability, CARL, delay returning, motivation, opportunity