

Analysis of Factors Affecting Delay in Returning Inpatient's Medical Record Files Based on: Literature Review Methods

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ABSTRACT

Every health service facility is required to maintain medical records, thus hospitals must maintain medical records. In the service of medical record files, there are still many delays in returning medical record files, especially in the inpatient installation section. This will have an impact on delays in patient service, data processing, report collection and insurance claim submission. The purpose of this research is to analyze the delay factor in returning inpatient medical record files using Lawrence Green's Behavioral Theory determined by 3 factors, namely predisposing factors consisting of knowledge, age, education and years of service. Enabling factors consisting of health facilities and infrastructure and a reinforcing factor, namely the attitude of the officers and the behavior of the officers. The research was carried out using a literature study of 18 research articles sourced from Google schools and the Garuda Portal. The results of the study show that the knowledge of officers affects the delay in returning medical records. Education has no effect on delays in returning medical records. Sociodemography (age and gender) had no effect on delays in returning medical records. Health facilities and infrastructure affect the delay in returning medical records. The distance of place affects the delay in returning medical records. The attitude of the officers affects the delay in returning medical records. The behavior of officers affects the delay in returning medical records. Suggestions that can be given are that the search for journals can be expanded by looking at the online library in order to enrich the information. In addition, references can use different methods but still with almost the same themes and variables, such as a combination of fishbone, tree diagrams, interrelationship diagrams, and others.

Keywords: delays, medical records, hospitalization, hospital