

Analysis of Factors Causing Delay in Returning Inpatient Medical Record Files at Purwoharjo Health Center, Maya Weka Santi, S.KM, M.Kes (Supervisor)

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ABSTRACT

Delays in returning medical records for inpatients at the Purwoharjo Health Center reached 54.01%. This is still far from the standard goal of returning 100% medical records within 2 x 24 hours after the patient returns home. The purpose of this study was to analyze the factors behind the delay in returning medical records of inpatients at the Purwoharjo Health Center. This type of research is qualitative. The subjects of the research were 3 nurses, 2 midwives, 1 nutritionist, 1 hospitalized doctor, and 1 medical record officer. Research variables include predisposing factor, enabling factors, reinforcing factors, delays in returning medical records for inpatients. Collect data through interviews, observations, documentation, priority problems with USG, and efforts to correct the issues with FGD. Validation using source and technique triangulation. Analysis of delays in inpatient medical records was caused by lack of knowledge of officers about standard medical record times, lack of officers in filling out medical records, and frequent SIMPUS errors, book expeditions have not been used optimally, external motivation has been carried out in the form of encouragement by medical record officers, but officers are still late in returning medical record files. Priority problems include incomplete filling of patient medical record files, indiscipline in filling out patient medical record files, and lack of motivation in the form of rewards. Improvement efforts that can be made are making SOP for filling out medical record files, fixing SOP for returning medical record files, sticking SOP in every room, and giving rewards.

Keywords: *Delay, Health Center, Inpatient, Medical Records, Return*