

**STRATEGI PENCEGAHAN KETERLAMBATAN PENGEMBALIAN DOKUMEN
REKAM MEDIS RAWAT JALAN POLI KIA DI PUSKESMAS SILIRAGUNG
KABUPATEN BANYUWANGI**

ABSTRACT

From July 2020 to June 2021, there was a delay in the return of outpatient DRM for KIA poly with a percentage of 1,425 files (41.2%) of the 3,459 that had to be returned. The impact is to hinder the time of service to patients because officers have to look for DRM that has not returned to the storage room. The purpose of this study is to develop and implement a prevention strategy against delays in returning MCH poly outpatient DRM at the Siliragung Health Center. The type of research is qualitative using the PDCA method. The results of the research at the Plan stage are the identification of factors causing delays in DRM returns based on 5M, one of which is the absence of SOPs related to DRM returns and is also a priority problem with the proposed plan, namely the creation of SOPs related to DRM returns and item changes in the expedition book. Do in this study was conducted in April-May where before and after the implementation decreased. Checks in this study have met the target so that the proposed planning activities can be continued in the action stage. The actions in this study are ratification and socialization related to THE SOP for returning DRM every month and optimizing the filling of the expedition book. Suggestions from the research are optimizing the filling of expedition books, socializing SOPs every month, and evaluating the performance of officers.

Keywords : *PDCA; Outpatient; Medical Records; Health Center*