

***Analysis of the Causes of Delay in Providing Outpatient Medical Records
Based on Management Elements in Hospitals: Literature Review***

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ABSTRACT

One indicator of quality medical record services was the time used to provide outpatient medical record documents. However, several studies have shown that the time for providing outpatient medical records was not in accordance with the standard, which is ≤ 10 minutes. The average provision of outpatient medical records at 10 sample hospitals were 17.5 minutes. This has the effect of delayed the outpatient service process. The purpose of this studied to identify the factors that cause delays in providing outpatient medical records based on management elements 6M (Man, Material, Method, Money, Machine, Motivation) in Hospitals. A total of 21 articles met the inclusion criteria. The man factor causing the delay in providing outpatient medical records is the lack of medical record officers. Material factors were damaged and missfile medical record. The method factor was the presence or absence of SPOs and their socialization. The money factor was the lack of budget funds. The machine factor was SIMRS which had an error. The motivation factor was the lack of motivation of medical record officers The advice given is to increase the number of officers, redesign the medical record folder, create and disseminate SPOs for the provision of outpatient medical records, budgeting funds for the needs of the medical record unit, performing SIMRS maintenance, and providing motivation/reward for officers.

Keywords : *Delays, medical records, management elements, outpatient*