

Analysis of Factors Causing Delay in Returning Outpatient Medical Record Files at Besuki Hospital, Rossalina Adi Wijayanti, S.KM.,M.Kes, dr. Novita Nuraini, M.A.R.S, Riskha Dora Candra Dewi, S.Sos.,M.H.Kes

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ABSTRACT

The return of medical record files is an activity to return the completed medical record file to the medical record unit after the patient returns home. The delay in returning the outpatient medical record file at the Besuki Hospital in the third quarter of 2021 reached 63.87%. This study aims to analyze the factors that cause delays in returning outpatient medical record files at Besuki Hospital. This type of research is qualitative. Data collection techniques using interviews, observation, documentation and ultrasound. The results of this study are individual factors that cause delays in returning outpatient medical record files, namely officers do not understand the SOP for returning outpatient medical record files and officers have not been able to complete medical record files because the doctor's work shift is only briefly at Besuki Hospital. Psychological factors that cause delays in returning outpatient medical record files are the lack of awareness and responsibility of officers towards returning medical record files and medical record distribution officers have never been motivated by the head of the medical record. The organizational factor causing the delay in returning outpatient medical records is that there is no compensation given by the hospital to the officer and the head of the medical record has not been so firm in handling cases of late return of outpatient medical record files. Besuki Regional General Hospital is expected to provide rewards or rewards to officers; make SOPs for returning outpatient medical record files and socialize them to officers; sanctions are given to officers who are late in returning outpatient medical record files; the head of the medical record is even more assertive to his subordinates and provides motivation.

Keywords: *Delay in returning files, medical records, outpatient.*