

***Analysis of Factors Causing Delay in Returning Outpatient Medical Record
at Banyuwang Health Center***

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ABSTRACT

The number of delays in returning outpatient medical records at the Banyuwang Health Center is increasing with an average of 91 files late. This is still far from the target of returning medical records, which is 100% with a time limit of 1x24 hours after the patient returns home. The purpose of this study was to analyze the factors causing the delay in returning outpatient medical records at the Banyuwang Health Center based on predisposing factors, enabling factors, and reinforcing factors. This research used a qualitative method with 9 research subjects including 1 person in charge of the operation of the medical record unit, 1 medical record officer, and 7 polyclinic officers. Data collection techniques using interviews, observation, documentation, and brainstorming. The results of the study obtained information that the delay in returning files was caused by the presence of medical record officers who were not medical record graduates, nurses did not comply with the return time, the use of expedition books was not optimal, there was no tracer in the borrowing process, and the unavailability of SOPs for returning medical records. Improvement efforts that can be made include submitting medical record management training, adding file monitoring tasks to the person in charge of the poly, making tracers, giving sanctions in the form of adding other tasks outside the main task or giving points to officers and preparing SOPs for returning medical records.

Keywords: *Delay, Medical Record, Outpatients, Public Health Center, Return*