

***Analysis of Factor Causing Delays in Returning Inpatient Medical Records at
Inpatient Clinic Dr. M. Suherman Jember***

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ABSTRACT

Delays in returning medical records affect the quality of medical record services and impact the services provided to patients. Based on the observation results, it was found that there was a delay in returning the medical records of inpatients, with the highest percentage in December 2021 there is 84.21% of 171 files. The purpose of this study was to analyze the factors causing delays in returning inpatient medical records at Inpatient Clinic dr. M. Suherman Jember by using elements of 5M management. The type of research used is qualitative with data collection techniques of interviews, observation, documentation, as well as for prioritizing problems using USG and for recommending solutions using brainstorming. The subjects of this research were head of medical records, 2 medical record officers, head of nursing, 2 nurses and a doctor. The result showed that the priority problems that must be resolved first was the man variable was the lack of discipline of doctors in filling out medical records, based on the material variable the incomplete filling in of medical records, based on the money variable the absence of a reward program for officers for the good performance of officers in returning records. hospitalization on time. The recommended solutions obtained are socializing the importance of filling in medical records using zoom media, evaluating and anyone who is often not disciplined in filling out reports and submitting them at meetings, officers giving punishment or warnings if they continue can give warning letters to officers related to discipline in filling out related medical records; the medical record officer makes an SOP for filling in the inpatient medical record accompanied by a standard time for filling in the medical record as a guide for officers in filling in the medical record; Suggests a submission for the enactment of the rewards program.

Keywords: Delays, Return, Medical Records, Inpatient