

***The Analysis of Factors Causing Delay in Internal Report Submission of Citra
Husada Hospital Jember in the First Quarter of 2018***

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ABSTRACT

The internal report submission of Citra Husada Hospital had been delayed up to more than 12 days from the reporting deadline. It is not in accordance with the policies in Citra Husada Hospital, which state the internal report submission should be submitted on every 10th of the following month. The objective of this research is to analyze the factors causing delay in internal report submission at Citra Husada Hospital Jember in the first quarter of 2018. The data collection was conducted by observation, interview, documentation and brainstorming. Moreover, the problem identification was carried out using fishbone diagram consisting of 5M factor; man, machine, money, material and method. The man factor consist of variables such us number of officers, training, knowledge, and discipline. Machines factor was related to due provided facilities, such as computers and printers. Money factor was the availability budget. Material factor was related to the completeness of data wich available for the preparation internal report form and method factor was recognized as Standard Operating Procedure (SPO) or hospital policy. The result cause of delay in internal report submission was caused by several factors. Man factor was caused by the less amounts of officers, reporting officer have never attended training and officers disciplinary to input data from medical record files. Machine factor was involved the availability of applications on computers, while material factor was caused of the slowness of collecting data. In addition, method factor was induced by the weakness of SPO and policies since there was no deadline for internal report submission. The suggestion that given is regular meetings with the medical record unit to monitor services related to medical records, to regularly monitor SIMRS data and at least the training attended by reporting officers is once every two years.

Keywords : *Delayed, internal reports, medical record*