

Analysis of Factors Causing Inaccuracy in Returning Inpatient Medical

Records at RSMNU Muna Anggita Bojonegoro

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ABSTRACT

Inaccuracies in returning medical records often occur, one of which is at RSMNU Muna Anggita Bojonegoro. The number of inaccuracies in the timing of returning inpatient medical records is very high with the percentage of total delays in January-May 2022 reaching 91.47%. The purpose of this study was to analyze the factors causing the punctuality of returning inpatient medical records at RSMNU Muna Anggita Bojonegoro based on Lawrence Green's behavioral theory which includes predisposing factors, enabling factors and reinforcing factors. This type of research is qualitative with data collection techniques of interviews, observation, documentation, ultrasound and brainstorming. The subjects of this study were 1 head of medical records, 2 assembling officers and 4 heads of inpatient rooms. The results of this study are predisposing factors including the lack of knowledge of the head of the room related to the inaccuracy of the medical record return time, the minimum service standard for medical records, the standard for returning medical records and the attitude of the head of the room who wants to increase the time for returning medical records. Enabling factors include the absence of supporting infrastructure such as baskets, trolleys, file lifts and expedition books in the inpatient room. Reinforcing factors include the absence of external motivation such as awards or warnings given to the head of the room and socialization of SOP for borrowing repayments that have not been carried out optimally. The behavior of the head of the room is less obedient and disciplined towards the timeliness of returning medical records. RSMNU Muna Anggita is expected to disseminate routine SOP once every 3 months, procure supporting infrastructure and the head of the room give a positive reaction to the timeliness of returning medical records so that delays can be minimized.

Keywords: *inaccuracy, returns, medical records*