

***Analysis of Factors Causing Delay in Provision of Outpatient Medical  
Records at Balung Regional Hospital***

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**ABSTRACT**

*The provision of outpatient medical records is one of the achievements of the quality of medical records which is still less than standard at the Balung Regional Hospital. The percentage of delays in providing outpatient medical records based on researchers' observations on October 7 2022 was 25% and on October 10 2022 it was 35% with an average delay time of 14.5 minutes. These problems lead to long patient waiting times, service discontinuity, and dissatisfaction with medical record services. The purpose of this study was to analyze the factors causing the delay in providing outpatient medical records at the Balung Regional Hospital. This type of research is qualitative with data collection techniques using interviews, observation, and documentation. The research subjects were 3 section officers filing, 1 head of medical records, 2 nurses, and 1 registration officer. The results of the problems found are prioritized by using ultrasound (Urgency, Seriousness, Growth) and preparation of recommendations for solving problems using discussion. The results of the study related to the factors causing the delay in the provision of outpatient medical records obtained priority problems, namely medical records that were damaged, not given a folder, and not on the shelf when needed, lack of knowledge of officers regarding the provision of outpatient medical records, and not optimal use tracer. The solution to these problems is to replace damaged medical record folders, budget for folders and storage racks, conduct internal training, create a printing system tracer automatically, and immediately transfer the media to the electronic medical record.*

**Keywords:** *Delays, provision of medical records, 7M, hospital quality.*