

***Analysis of Officer Performance in Returning Inpatient Medical Record Files
at RSUD dr. Abdoer Rahem Situbondo***

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ABSTRACT

The delayed return of medical records could affect medical record quality indicators. The deadline for returning inpatient medical record based on the SOP for Returning Medical Record at RSUD dr. Abdoer Rahem Situbondo was 3 x 24 hours after patient was discharged. Based on results of preliminary studies conducted by researcher, it was found that at RSUD dr. Abdoer Rahem Situbondo there was a problem of delayed return of inpatient medical records in the first quarter of 2022 with percentage reached 87.11%. This qualitative research aimed to analyze the performance of officers in returning inpatient medical records at RSUD dr. Abdoer Rahem Situbondo. Data collection was obtained through interviews, observation, documentation, CARL and brainstorming. The research subjects included 3 room administration officers, 3 heads of rooms and the head of medical record. The results showed that the causes of delayed return of inpatient medical records based on motivation variable were the absence of reward and punishment to officers. The opportunity variable were the unavailability of SOP for returning medical record in each treatment room, the lack of socialization of SOP for returning medical record and incomplete medical records. The ability variable were the lack of officers knowledge regarding the deadline inpatient medical record returns, lack of discipline of officers in returning inpatient medical records, and never held evaluation about the returning of inpatient medical record. Priority problems were the unavailability of SOP for Returning Medical Record Files in the treatment room, the absence of rewards and punishments. Improvement effort from the priority problems are providing SOP for returning medical record in each treatment room and socialize regularly, giving reward and punishment to improve officer performance in returning inpatient medical records.

Keywords: Delays, Performance, Return of Medical Record