

**Analysis of Factors Causing Delay in Returning Inpatient Medical Record at
Bangil Hospital, Pasuruan Regency**

Rossalina Adi Wijayanti, S.KM.,M.Kes as Chief Counselor

Kurnia Candra Septianingrum

Study Program of Health Information Management

Majoring of Health

ABSTRACT

The standard of returning inpatient medical records was 2x24 hours after the patient was discharged. Based on the result of observations at Bangil Hospital, Pasuruan Regency, the average delay in returning inpatient medical records was 69.79%. This study aims to determine the factors causing the delay in returning inpatient medical records at Bangil Hospital, Pasuruan Regency. This type of research is qualitative method with 3 room admin officers and 1 head of medical records as a subjects. The results of the research based on the ability factor is the room admin officers who did not have a minimum education as associate degree of medical record. The motivation factor is that there was no reward given to room admin officers and there was no punishment given to officers. The Opportunity factor is that there has been no socialization of the SOP for returning medical records to room admin officers and room admin officers who have never received training related to medical records. The advice given by researchers is that the head of medical records provides training to room admin officers regarding medical record management, imposing rewards and punishments, socializing regarding SOPs for returning medical records and providing basic training on medical records to officers.

Key words: *Delays, Returns, Inpatient, Medical Records, Hospitals*