

***Analysis of the Causes of Delays in Returning Inpatient Medical Records at
Level III Hospital Baladhika Husada Jember***

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ABSTRACT

The timeliness of returning medical records is an effort to create good and quality medical record data management. One of the improvements in the quality of medical records at Level III Hospital Baladhika Husada Jember, which is still below the minimum hospital service standards, is the return rate for inpatient medical records. Based on observations made at Level III Hospital Baladhika Husada Jember during the first quarter of 2022, as many as 1,258 or 70.83% of the medical records for hospitalization were late. This study aims to analyze the factors causing the delay in returning inpatient medical records. This type of research is qualitative with data collection techniques using interviews, observation, and documentation. The results of the problems found are prioritized using the CARL method (Capability, Accessibility, Readiness and Leverage) and deliver troubleshooting recommendations using method brainstorming. The results of this study are seen from the variables ability namely the knowledge of officers is still lacking and there is no training for officers who do not have a medical record background. Viewed from the variables motivation namely there are no awards and sanctions that can motivate officers. Viewed from the variables opportunity namely the availability of Standard Operational Procedures for Returning Medical Records has not been detailed and there has never been socialization, while the availability of time and job description owned by officers is good. The solution to the problem is proposing that awards and sanctions be enforced, providing training, making more detailed Standard Operational Procedures for Returning Medical Records and conducting socialization, providing information to officers so they have more knowledge about returning inpatient medical records.

Keywords : *Ability, motivation, opportunity, delay return of medical records.*