

***Analysis of Factors Causing Delay in The Provision of Outpatient Medical Record at Summersari Public Health Center, Jember***  
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**ABSTRACT**

*The time for providing outpatient medical records in Indonesia has been determined at  $\leq 10$  minutes from patient registration until the medical record is available in poly. The preliminary results at the Summersari Public Health Center found that 73% of outpatient medical records provided were late, which was  $> 10$  minutes. This study analyzes delays in outpatient medical record provision using Gibson's performance theory. The research type was qualitative using in-depth interviews, observation, documentation, MCUA, brainstorming. The research subjects were the registration and medical record coordinator, two medical record officers, the public health center head. Individual factors that caused the problem were lack of officer ability, lack of durability filing officer, officer graduated unsuitable, the officer never attended training in providing outpatient medical records, the oldest officer felt overwhelmed by doing distribution. Organizational factors were lack of filing officers, public health center information system often had errors, lack of medical record folders, paper-based medical identification cards, the distance between the shelves was too close, evaluation has not been carrying out routinely and there has been no guidance, no reward and punishment. Psychological factors were differences in perceptions of delays in the provision of outpatient medical records. MCUA results showed that public health center information system often had errors, lack of filing officers, lack of medical record folders. Recommendations include reporting to the Jember District Health Office when the public health center information system has errors and backing up data in excel, enhancing the number of officers, making procurement medical record folders.*

***Keywords:*** *Delay, Medical Record, Outpatient, Performance, Public Health Center*