

Analysis of Factors Causing Inaccuracy in Time Return of Inpatient Medical Records at Bhakti Husada Krikilan Banyuwangi Hospital

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ABSTRACT

The inaccuracy of returning inpatient medical records at Bhakti Husada Krikilan Banyuwangi Hospital reached 33.82%, this is still far from the standard target of returning 100% of inpatient medical records after the patient returns home. The study aimed to analyze the factors causing the inaccuracy in returning inpatient medical records at Bhakti Husada Krikilan Banyuwangi Hospital. The type of research conducted is qualitative. The research subjects included 4 nurses, 1 midwife, 1 cleaning service, 1 assistant midwife, 1 assembly officer and 1 head of medical records. Research variables include predisposing factors, enabling factors, and reinforcing factors. Data collection was carried out using interviews, observation, documentation, prioritizing problems with Urgency, Seriousness, Growth (USG) and problem improvement efforts using brainstorming. The results of the analysis of the inaccuracy of returning inpatient medical records were due to the lack of knowledge of officers regarding time standards and Standard Operational Procedure (SOP) for returning medical records, the attitude of officers who considered inpatient services was more important than returning medical records, the absence of training provided to officers, the officer's indiscipline in filling out medical records, lack of maximum use of expedition books, incomplete filling of inpatient medical records, lack of rewards, lack of optimal punishment and lack of socialization of SOP. Priority issues include incomplete filling in medical records of inpatients, lack of socialization of SOP and lack of knowledge of officers. Improvement efforts that can be made are the need to make the SOP for filling medical records, conducting socialization of SOP regularly and attaching SOP in every room.

Keywords: *Hospital, Inaccuracy in Time Returns, Inpatient, Medical Records*