

Analysis of Factors Causing Delays in Returning Outpatient Medical Records at Wirasakti Jember Clinic, Rossalina Adi Wijayanti, S.KM., M.Kes (Supervisor)

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ABSTRACT

The delay in returning outpatient medical records at the Wirasakti Jember Clinic in 2022 reaches 39.5%, this is not in accordance with the minimum hospital service standards. The purpose of this study was to analyze the factors causing delays in returning medical records at Wirasakti Jember Clinic using qualitative research. The research subjects in this study included 1 head of clinic, 2 doctors, 2 nurses, and 1 medical record officer. The data collection used was observation, interviews, and documentation with efforts to fix the problem using brainstorming. Test the validity of the data using triangulation of sources and techniques. The results of the analysis of delays in returning outpatient medical records at the Wirasakti Clinic are caused by predisposing factor namely the inability of officers to complete medical records according to the standard time and the indiscipline of officers who delay filling out medical records, enabling factor namely expedition books that do not yet have patient name columns, late columns, not late columns, and the limited number of tracers, and reinforcing factor ie there has never been a socialization of SOP and SOP for returning incomplete medical records. Improvement efforts obtained from brainstorming covers re-strategizing services, providing education to all officers regarding standards for returning medical records and the impact of late returns as well as installing SOP for returning medical records available in each poly so that officers always remember, redesigning expedition books, proposing additional tracer numbers, and revising SOP.

Keywords : *Delay in Return of Medical Record, Enabling, Predisposing, Reinforcing*