

***Improvement Strategy to Reduce Delay in Returning Inpatient Medical Record Files at Jenggawah Primary Health Center in 2023***

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**ABSTRACT**

*Delay return of medical records remains a frequent issue. Regarding the topic, the same cases of delays in receiving medical records from the Jenggawah Primary Health Center to the inpatient unit have been reported. In 2021 and 2022, the percentage of inpatient visits that exceed 50% per month and for which medical records are returned late will still exceed fifty percent. It affects to a medical record that was improperly filled out. The objective of this research was to conduct action research in order to develop a plan to reduce the percentage of inpatient medical records that have been returned lately. The research methodology is qualitative, and the procedures for data collection include in-depth interviews, observation, documentation, and discussion. According to the findings of the study, the delay in returning the medical record file of the inpatient was caused by the stage of diagnosing action, the officers' lack of medical record knowledge and their lack of medical record training, the contents of the SOP, which required evaluation, and the tracer's inadequate work. The subsequent phase of planning action and improving efforts resulted in internal medical records training, a review of the standard operating procedure for returning medical records, and a redesign of the inpatient tracer. Following that, the stages implemented improvement efforts for three months and obtained results at the stage evaluating action, where the success of repair efforts was carried out effectively because the percentage of late returns of inpatient medical records at the Jenggawah Primary Health Center was reduced and fell below 50%. It is envisaged that the medical records would constantly monitor and assess patient care, as well as remind one another when inpatient documents need to be returned. In addition, the Jenggawah Primary Health Center is expected to provide internal training, consistently disseminate SOPs, and budget for ancillary facilities.*

**Keywords:** *Action Research, Delay, Inpatient Care, Medical Record, Primary Health Center*