

***Analysis of the Causes of Delay in Retention and Destruction of Medical
Records at Citra Husada Hospital, Jember***
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ABSTRACT

Citra Husada Hospital was tardy in retention and destruction medical records. According to a preliminary study on 20 July 2022 at Citra Husada Hospital, medical record retention, and destruction were not carried out optimally from 2012 to the present. The purpose of this study was to investigate the factors that contributed to delays in the retention and destruction of medical records at Citra Husada Hospital. This was a qualitative study that gathered data through interviews, observation, USG, and brainstorming with research subjects the head of medical records, and three medical records officers. personal factors, leadership factors, team factors, system factors, and situational factors were the variables in this study. Data analysis was accomplished through the steps of data collection, data reduction, data presentation, and conclusion drawing. The results of the study found that delays in the retention and destruction of medical records were caused by a lack of knowledge of officers, there were still officers with non RMIK educational backgrounds, staff had never attended training, the capacity of the medical record storage room was fully inactive, the capacity of the medical record storage shelves was fully inactive, the lack of tools scanners, officers had difficulty reading diagnoses when filling out a list of descriptions, there were no inactive medical record destruction devices, and officers did double jobs. The results of the ultrasound prioritized problems, namely officers doing double jobs, staff had never attended training related to retention and destruction of medical records, and the capacity of the medical record storage room was fully inactive. Once prioritized, a solution is obtained, namely adding human resources by accepting 2 special officers who carry out retention, submitting officers to attend training related to retention and destruction, and moving a new room or widening the inactive medical record storage room.

Keywords: *Medical Records, Retention, Destruction*