

Analisis Penyebab Keterlambatan Penyediaan Rekam Medis Berdasarkan Metode *Motivation, Opportunity, Ability* (MOA) Di Puskesmas Kalisat
(Analysis of the Causes of Delay in Providing Medical Records Based on the Motivation, Opportunity, Ability (MOA) Method At the Kalisat Public Health Center)
Efri Tri Ardianto, S.KM., M.Kes

Nuril Karimah

Health Information Management Study Program
Department of Health
Program Studi Manajemen Informasi Kesehatan
Jurusan Kesehatan

ABSTRACT

The minimum service standard for providing outpatient medical records is ≤ 10 minutes. The speed standard for medical record distribution starts from patient registers at the registry until the medical record is available or found. The purpose of this study was to analyze the causes of the delay in providing medical records based on the MOA (Motivation, Opportunity, Ability) method at the Kalisat Health Center. The type of research used is qualitative research. Data collection techniques used by researchers are interviews, documentation and brainstorming. The results of the preliminary study conducted by the researcher contained data on delays in providing outpatient medical records by 48% and data on the number of misfile events by 52%. The results of the analysis of the causes of delays in the provision of medical records are caused by several things including the absence of rewards or awards for officers, the absence of training for officers, the leadership has not carried out periodic supervision and the lack of knowledge of officers regarding minimum service standards for providing outpatient medical records. Suggestions from this study are to enact rewards or awards to officers, involve officers to take part in training, the leadership supervises officers regularly and conducts outreach to officers regarding the explanation of the importance of minimum service standards for providing outpatient medical records.

Keywords: *Medical Record , MOA, Public Health Center*