

***Analysis of Factors Causing Delay in Returning Inpatient Medical Records at
Kalisat Regional Hospital***

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ABSTRACT

The delay in the return of hospitalization medical records at the Kalisat Jember Hospital in April-May in 2023 reached 73%. This was not in accordance with the standard for returning hospitalization medical records, which is 2x24 hours. The purpose of this study was to analyze the factors causing delayed return of inpatient medical records at the Kalisat Jember Hospital using WHO behavior theory. This type of research was qualitative with data collection techniques through observation, in-depth interviews, documentation. The subjects were 1 chief medical officer, 2 filling officers and 4 room nurses. The research results on the Thought and Feelings variable are that there are medical record workers who have never attended training related to medical records, and nurses who need to receive basic medical record socialization. The Personal Reference variable was not a factor in the delay in the return of hospitalization medical records. The Resources variable was that there are no support facilities available in the process of returning medical records in every room, such as file basket, trolley, freight elevator, SOP not yet available in every hospitalization room. The Culture variable was not the cause of delayed return of hospitalization medical records. Improvement efforts are the procurement of SOPs in each hospital room, and the procurement of facilities for the rooms in need and socialization related to basic medical records and applying for training if necessary. The researcher's suggestion is that the hospital can implement existing improvement efforts.

Keywords: *Behavior.Delay, Inpatient , Medical Record, Return*