

Analysis of Factors Causing Delay in Provision of Outpatient Medical Records at Level III Hospital Baladhika Husada Jember

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ABSTRACT

The provision of outpatient medical records starts from the patient registering until the medical record is prepared, found, and given to the officer at the clinic. Delays in the provision of outpatient medical records occurred most in August 2022 with a percentage of 81% with a total of 294 and an average of 285 outpatient medical records. The purpose of the study was to analyse the factors causing delays in the provision of outpatient medical records at Level III Baladhika Husada Jember Hospital. This type of research uses qualitative research. The research subjects were 1 head of medical records and 6 filing officers. Data collection techniques using in-depth interviews, observation, documentation, USG (Urgency, Seriousness, Growth) and brainstorming. The results of the study based on the man element, namely the level of education is not up to standard, there is no training related to provision and filing officers do not directly deliver medical records. The method element is that there is no standard provision time in the SOP. The material element is missfile medical records. The machine element is that the outgoing file and deposit file features on SIMRS are not entered by the officer. The results of the ultrasound were that filing officers did not immediately deliver medical records, missfile medical records and officer education was not in accordance with standards. The brainstorming results are moving the location of the filing room close to the poly, re-socialising the SOP for returns and providing in-house training. Suggestions that can be given are holding seminars and training, moving the location of the filing room close to the poly, adding standard provision time to the SOP, re-socialising the return SOP and socialising to input outgoing files and deposit in SIMRS.

Keywords: Delay, Provision, Outpatient Medical Records