

***Improvement Strategy for The Delay in Returning Outpatient
Medical Records Using The PDCA Approach at Jambesari Public
Health Center Bondowoso 2023***

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ABSTRACT

Medical records are one of the representative indicators of healthcare quality at the Jambesari Primary Health Center in Bondowoso. In the second quarter of 2022, a delay in returning outpatient medical records was identified, with a percentage of 1,443 files (80%) out of 1,822 that should have been returned. This resulted in misfiling due to incorrect placement as medical records that were not returned to storage for an extended period. The objective of this research is to develop and implement improvement strategies for the delay in returning outpatient medical records at the Jambesari Primary Health Center. The research is qualitative in nature and utilizes the PDCA method. The findings from the planning phase included the identification of contributing factors based on the 7Ms: the front desk personnel not being aware of the return timeframe, lack of training, absence of tracer usage and phone communication with the health center, suboptimal use of expedition books, the absence of specific SOP for RM return, lack of motivation, limited medical record space, and the absence of budget allocation. The absence of a specific SOP related to returning outpatient medical records emerged as a primary cause and a priority problem, and the proposed improvement strategy involves creating an SOP for returning outpatient medical records, supported by the implementation of tracer usage and information banners indicating service hours. In the execution phase, the SOP for return, tracer usage, and information banners were implemented over a period of 3 months from March to May 2023. The verification phase involved assessing the success parameters of each improvement strategy and comparing the delay rates in RM return before and after implementing the strategies. The results indicated that the targets were achieved, with delays reduced to below 20%, allowing the planning activities to progress to the action phase. The action phase involves monthly dissemination of the SOP, optimization of the tracer form design, and conducting medical records training.

Keywords: *Medical Records, PDCA, Return Time*