

***Analysis of Factors Causing the Length of Time for Provision of Outpatient  
Medical Records at Level III Baladhika Husada Hospital Jember***  
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**ABSTRACT**

*The provision of outpatient medical records at the Baladhika Husada Jember Hospital has an average waiting time of 56.7 minutes. This exceeds the minimum service standard of  $\leq 10$  minutes. The aim of this research was to analyze the factors causing the long time for providing outpatient medical records at the Baladhika Husada Jember Hospital based on the 7M Gasperz elements. The type of research used was qualitative using interview data collection techniques, observation, documentation, (Urgency, Seriousness, Growth) and brainstorming. The research subjects were 1 head of the medical records unit, 5 filling officers, 4 registration officers, and 3 nurses. The results of this study were man, lack of knowledge of officers. Method, there was not SOP for the provision of outpatient medical records. Material, cheap medical record folder material was damaged. Machine, Hospital information management system was error. Variable money, no budget. Media, the filling room was not strategic and there were officers arrived late. Motivation, there was no punishment. Efforts to fix the problem, namely moving the filling room on the 2nd floor side by side with the outpatient registration area on the 1st floor, switching to using Electronic Medical Records, reporting to information technology officer for hospital information management system development, preparing microsoft excel backup software, and conducting socialization to nurses regarding the importance of the completeness of medical records. Suggestions given to Baladhika Husada Hospital should relocate the filling room and develop the existing Hospital Management Information System into 100% Electronic Medical Records.*

**Keywords:** *Length of time to provide medical records, 7M, hospital*