

Analysis of Delayed Causing Factors in Returning Inpatient Medical Records at Mental Hospital Unit of dr. Samsi Jacobalis Bangka Belitung Islands Province

Rossalina Adi Wijayanti, SKM, M.Kes
(Supervisor 1)

Narita Dwiyana
Health Information Management Study Program
Department of Health

ABSTRACT

The standard time for returning inpatient medical record files is 2x24 hours after the patient is declared discharged from the hospital. The return of inpatient medical records at at the Mental Hospital Unit of dr. Samsi Jacobalis, Bangka Belitung Province is still delayed. Based on a preliminary study in January 2023, researchers obtained information on the delay in returning inpatient medical records. from October to December 2022 it was 51.75%. The purpose of study is to analyze the factors causing the delay in returning inpatient medical records. This type of research is qualitative. Interviews, observation, and documentation are the data collection methods used. The results of study include the knowledge doesn't understand of relevant personnel regarding the standard time for returning medical records, the inadequate response and responsibility of personnel in completing medical records, the education of filing personnel not matching the competency of medical records, a considerable distance between the treatment room and filing room, personnel not having received medical records training, the completeness checklist output not being monitored and evaluated by management, and the uneven and infrequent socialization of SOPs. Efforts can be made include routine monitoring and evaluation of hospital quality indicator reports as one of the improvement efforts in the implementation of inpatient medical records return and immediate implementation of EMR Inpatient.

Keywords: delayed, return, inpatient, medical records.