

***Analysis of Factors Causing Delay in Returning Outpatient Medical Record at  
RSUD Kudungga Kutai Timur***

Atma Deharja, S.KM., M.Kes. (Supervisor)

**Juwinda Indriyani**

*Health Information Management Study Program*

*Departement of Health*

**ABSTRACT**

*The delay in returning inpatient medical records at RSUD Kudungga East Kutai 94,33% is still far from the standard target for returning medical records, namely 100% within 2 x 24 hours after the patient returns home. This is due to the behavior of inpatient administrators who do not return medical records on time. The purpose of this study is to analyze the factors causing delay in returning inpatient medical records at RSUD Kudungga East Kutai. This type of research is qualitative. Collecting data using interviews, observation, and documentation. The validity data using sources and techniques triangulation. The results of delays in returning inpatient medical records based on predisposing factor were caused lack of awareness of inpatient admins in returning medical records on time, based on enabling factor, caused by unavailable trolley used to deliver medical record, far distance between inpatient room and medical record room and inpatient admins have never been given training on medical records. Based on reinforcing factor, there is no motivation in the form of compliment and punishment for officers, and no socialization regarding the returning medical records SPO. Improvements that can be made are conduct regular evaluations to officers, especially in improving attitudes, the need to procure a trolley for the inpatient room, providing training related medical records to inpatient admins, providing motivation to increase the enthusiasm of the officers' work and conducting monitoring and evaluation of the Standart Operating Procedures for inpatient medical record retrieval.*

**Keywords:** *Delay, Return, Inpatient, Medical Record, Hospital*