

***Analysis of Factors Causing Delay in Returning Outpatient Medical Records at
the Ajung Jember Health Center***

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ABSTRACT

The rate of delay in returning outpatient medical records at the Ajung Jember Health Center in July 2022 - April 2023 was 5.36%. The delay increased by 20.07% in January - February 2024. There are several factors that are to be the cause of delays in returning medical records, namely the educational qualifications of officers are not appropriate, there are no rewards and punishments, no training for officers and the implementation of SOP for returning medical records is not optimal. The purpose of this study is to analyze the factors causing delays in returning outpatient medical records at the Ajung Jember Health Center based on Mc Cormick and Tiffin's performance theory including individual and situational factors. This type of research is qualitative. The subjects in this study were the head of the health center, 2 registration officers, 3 poly admins, 1 nurse and 1 midwife. Data collection techniques used were interviews, observation, and brainstorming. The results of the study based on individual factors, namely the educational background has not been appropriate for officers and the application of punishment has not been optimal. Meanwhile, situational factors include the lack of training related to the return of medical records, the absence of a special budget for training, the lack of guidance and evaluation by the head of the puskesmas, the application of SOP not been maximized and the ineffective use of expedition forms. The conclusion of this study is that the factors causing delays in returning medical records based on individual factors are the sub-variables of education and motivation, while situational factors are the sub-variables of training; leadership; availability of funds; work methods and work equipment. Puskesmas Ajung is expected to conduct socialization to officers; provide punishment as a whole; training aimed at all puskesmas officers; propose a budget used for training/seminar activities; review of SOPs and the addition of a borrowing date column as monitoring material.

Key words: *Delay , Medical Records, Returns*