

***Strategy for Solving Delays in Returning Inpatient Medical Records
at the Pesanggaran Health Center***

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ABSTRACT

In the fourth quarter of 2023, the delay in returning inpatient medical records at the Pesanggaran Health Center reached 72.9%. This delay was primarily due to workers postponing their tasks, leading to significant delays in the return of these records. The aim of this research was to develop a strategy to improve the timeliness of returning inpatient medical records. This study employed qualitative action research methods, including data collection, documentation, interviews, and brainstorming. Prioritization of issues was determined using the USG Urgency, Seriousness, and Growth (USG) method in relation to the delay. The subjects of this study were the head of the health center, three medical record officers, three attending physicians, and three inpatient nurses. The research identified the lack of an Standard Operational Procedure (SOP) for managing inpatient medical records as the main cause of the delay. Additionally, the limited availability of tracers and the absence of an implementation logbook contributed to the problem. Based on these findings, the recommendation improvement strategy includes establishing a clear Standard Operational Procedure (SOP) for inpatient medical records, providing SOP training and ensuring its thorough distribution, designing and implementing tracers, and introducing implementation logbooks

Keywords: *Return of Medical Records, Inpatient, Public Health Center*