

***Analysis of Factors Causing Delay in Returning Inpatient Medical Records at
Arifin Achmad Hospital, Riau Province
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ABSTRACT

The delay in returning medical records is one of the obstacles in medical records management that can impede patient care. Based on a preliminary study at RSUD Arifin Achmad Riau Province, it was found that the rate of late return of medical records was 37.67% in October, 29.78% in November and 41.95% in December 2022. These percentages reveal a notable deviation from the medical record retrieval standard of 100% within 2x24 hours. This study aims to analyse the factors causing delays in returning inpatient medical records at RSUD Arifin Achmad Riau Province. The type of research used is qualitative with data collection techniques namely interviews, observation, documentation and brainstorming. The subjects in this study were 8 people, namely the head of medical records, medical records officers in the assembling section and inpatient admin officers. The theory in this study is Lawrence green. The results of the research on the Predisposing Factor, namely the low sense of responsibility and discipline of officers towards returning inpatient medical records on time. The Enabling Factor variable is the distance of the room so that officers take a long time to get to the medical record room. The Reinforcing Factor variable is the absence of motivation and training to related officers and the absence of SPO socialisation regarding medical record returns. Efforts to fix the problem are to conduct regular evaluations related to discipline, the need to procure electric bicycles, provide motivation and socialisation of SPO for medical record returns and propose training.

Keywords: Delays, Returns, Medical Records, Inpatients, Hospitals