

***Analysis of Factors Causing Delays in Providing Outpatient Medical Records at
Dokter Mohamad Saleh Regional Hospital Probolinggo City***
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ABSTRACT

The standard time for provided outpatient medical records was ≤ 10 minutes. Based on the results of preliminary studies, based on 99 medical records, 90 medical records (90.9%) experienced delays in provision. The purpose of this study was to analyze the factors causing the delay in provided outpatient medical records at Doctor Mohamad Saleh Hospital, Probolinggo City. This type of research used qualitative data collection techniques, namely interviews, observations, documentation and brainstorming. The subjects of this study consisted of 18 informants, namely 1 head of medical records, 7 outpatient medical record storage officers, 1 outpatient medical record distribution officer, 6 outpatient registration officers and 3 nurses. The results of this research were the lack of knowledge of outpatient medical record officers regarding procedures for provided outpatient medical records, none of the officers had medical record education qualifications, officers had never attended medical record management training, officer work experience of less than 3 years, there was still errors in SIMRS, storage racks and medical record storage space were still insufficient and there was no SOP for provision outpatient medical records. The conclusion of this study is that the factors causing delays in providing outpatient medical records are ability and opportunity factors. Improvement plans that can be made are improving the quality of medical record officers in aspects of knowledge, education, training and work experience as well as optimizing facilities and infrastructure at Doctor Mohamad Saleh Hospital, Probolinggo City.

Keywords: *Delay, Providing Medical Records, Outpatient*