

Analysis of Factors Causing Delays in Returning Inpatient Medical Records at the Sukowono Jember Health Center

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ABSTRACT

Inpatient medical records must be returned immediately at least 2x24 hours after the patient is discharged from the health center. The Sukowono Health Center still found delays in returning inpatient medical records, where in the final quarter of 2023 the delay rate reached 70.9%. This study aims to analyze the factors that cause delays in returning inpatient medical records at the Sukowono Jember Health Center using Lawrence Green's theory. This research uses qualitative research, with the subjects being 1 head of the inpatient room, 3 medical record officers, 5 nurses, and 1 doctor. The results of the analysis stated that the causes of delays in returning inpatient medical records in predisposing factors were the lack of knowledge of nurses and medical record officers regarding the procedure for returning inpatient medical records according to the SOP, the lack of awareness of medical record officers in returning inpatient medical records, and the lack of discipline of nurses and doctors in filling out medical records completely. The reinforcing factor is that there has been no socialization of the SOP, and no punishment has been imposed. The priority problems obtained are the lack of knowledge of nurses and medical record officers regarding the procedure for returning inpatient medical records according to the SOP, the lack of awareness of nurses in returning medical records in a timely manner, and the lack of socialization regarding the SOP for returning medical records. The improvement efforts obtained are by re-understanding the procedures in the SOP, discussing inpatient medical record return activities during meetings, setting the maximum time for filling inpatient medical records, socializing the SOP, and applying strict sanctions to nurses who do not fill in medical records completely, as well as to medical record officers who do not retrieve inpatient medical records in a timely manner.

Keywords: *Delays, Behavior, Lawrence Green, USG, Brainstorming*