Analisis Faktor Penyebab Keterlambatan Waktu Pengembalian Rekam Medis Rawat Inap ke Unit Rekam Medis di Puskesmas Arjasa Jember

(Analyze of Factor Causes the Delay of Returns Inpatient Medical Record File at Puskesmas Arjasa Jember in 2023)

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ABSTRACT

The delay in returning inpatient medical record documents is a persistent issue at Puskesmas Arjasa Jember, failing to meet the 2x24 hours standard set by the Director General of Medical Services (2008). This study analyzes the factors affecting the delay in returning medical records using the 5M approach: Manpower, Machine, Methods, Materials, and Money. Such delays significantly impact service efficiency and medical documentation quality. The study identifies and evaluates the causes of delay focusing on workforce (Manpower), equipment (Machine), procedures (Methods), documentation (Materials), and funding (Money). The research methodology is qualitative, including secondary data analysis from delayed medical records, interviews with ward heads, medical record heads, medical record staff, and nurses, and an evaluation of existing procedures. Findings indicate that a lack of specific training for staff (Manpower) is a primary cause of delays. Although equipment like computers and phones (Machine) is adequate, the record return procedures (Methods) at Puskesmas Arjasa lack clear and standardized SOPs. Incomplete medical records (Materials) often cause delays, even though funding (Money) for training is available but not optimally utilized. The study concludes that more structured and systematic training for staff, development and implementation of clear SOPs for record return, and improvements in record completeness through regular audits are essential. This research provides insights into the factors influencing record return and offers steps to enhance efficiency at Puskesmas Arjasa Jember using the 5M approach.

Key word: *5M, Delays, Medical Records, Returns*