

***Analysis of Factors Causing Delays in Returning Medical Records at RSUD  
Kabupaten Majene Sulawesi Barat  
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***ABSTRACT***

*Delays in the return of inpatient medical records can hinder data processing, report preparation, insurance claims, and other healthcare services. Data from Majene Regional Hospital (RSUD Majene) from February to April 2024 showed that the percentage of late medical record returns reached 99.92% of a total of 2,620 files. This study aims to analyze the factors causing delays in the return of inpatient medical records at RSUD Majene based on the theory of late return of medical records. Lawrence Green, which includes predisposing factors (education, knowledge, attitude), enabling factors (availability of trolleys, computers, room distance), and driving factors (motivation, Standard Operating Procedures). This study uses a qualitative method with data collection techniques through interviews, observation, documentation, and brainstorming to compile recommendations for improvement. The research informants consisted of one head of medical records, two heads of inpatient rooms, one assembling officer, and six inpatient administrators. The results of the study showed that the delay in returning medical records was caused by educational incompatibility and lack of responsibility, and officer awareness Inpatient administration in the obstetrics and internal medicine wards, the lack of trolleys and the long distance between rooms, and the lack of motivation and the lack of proper socialization of SOPs. Improvement efforts include the development and socialization of SOPs for returning medical records, routine evaluation of staff attitudes, improving staff educational qualifications, providing trolleys as aids, and providing motivation in the form of praise and sanctions.*

***Key words:*** Delay, Causal, Hospitalization, RSUD Majene