

Analysis Of Factors Causing Delay in Returning Inpatient Medical Records at the Ajung Health Center in Jember Regency

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ABSTRACT

Medical records returned more than 2x24 hours after the patient discharge may be declared late. The delay in returning inpatient medical records at the Ajung Health Center, Jember Regency in the first quarter of 2024 amounted to 89,12% of the total medical record of 1121 files. The purpose of this study is to analyze the factors causing the delay in the return of inpatient medical records at the Ajung Health Center, Jember Regency. The type of research used is qualitative research. Data collection techniques in the form of interviews, observations, documentation and brainstorming. The research results obtained by the researchers are based on the predisposing factors of the lack of knowledge that the inpatient admin has towards the standard return time and the lack of responsibility in returning medical records on time, then based on the enabling factors, namely the non-optimal use of the expedition book and the lack of trolleys to deliver medical records to the medical record room. Based on the driving factors, namely there has never been training on medical records and has never been given motivation in the form of rewards if they return on time and there has been no strict punishment, and there has been no socialization of SOPs that are carried out routinely and the name of the person responsible for the return is not listed. Improvement efforts are made by having a joint discussion or reviewing the standard time for returning medical records and evaluating the attitude of officers who return medical records on time. In addition, evaluating records in the expedition book and holding trolleys in the inpatient room, as well as providing training on medical records to officers and providing motivation in the form of strict rewards and punishments and providing routine and thorough SOP socialization

Key Words : *Delay, Return, Public Health Center, Medical Record.*