

Analisis Faktor Utama Penyebab Keterlambatan Penyediaan Berkas Rekam Medis Pelayanan Rawat Jalan di RSD Kalisat Tahun 2016 (*Analysis of main factors causing delay in provision of medical record file outpatient services in Kalisat hospital in 2016*)

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Abstrack

Kalisat hospital is the hospital which has c class of government owner. In provision of medical record file in Kalisat hospital begin from registering patient until medical record file founded or provisioned in services proximately 18 minutes, while the based on MENKES RI (2008) standard minimum of hospital services about medical record services explained that provision file for registration of outpatient around ≤ 10 minutes. The purpose of this study is to analyze causing the delay in providing medical records outpatient records in Kalisat hospital. The methode of the research use Nominal Group Technique (NGT) that pulled the main problems using 5 management elemets. This kind of the research is kualitatif research which have technique of collection data using interview, observation, and brainstorming. The results of this study found the main factors causing the delay in providing medical records outpatient records is in terms of man which includes knowledge, education, the number of officers and training.

Kata kunci : *Brainstorming, Hospital, Medical Record Files, NGT, Outpatient.*