

Analysis Causes of the Delay in Providing Medical Record Files at the Kediri 2 Pesantren Health Center (Devi Aviolia Arisandi)

Devi Aviolia Arisandi
D-IV Medical Records Study Program
Department of Health

ABSTRACT

Pesantren Public Health Center 2 Kediri has a problem, the provision of medical record files that exceed the maximum time limit of 10 minutes. These problems will cause several problems, including longer patient waiting times and medical service processes will be hampered. This can reduce the quality of health service facilities. The purpose of this study is to analyze the factors that cause delays in providing medical record documents at the Pesantren II Kediri Health Center, by identifying the causes of delays in providing medical record files using MOA theory (Motivation, Opportunity, Ability) and prioritizing the causes of problems with the MCUA method (Multiple Criteria Utility Assessment). This type of research is qualitative, data collection is carried out, namely observation, interviews with 4 informants and brainstorming. The results showed that there were no awards and punishment given to officers, tracer malfunction as a sign-out tool, the number of officers whose final education was not a Medical Record DIII, no training or seminars that had been attended by officers, and officers' perception that SOP demands cannot be applied as a whole in the field. Based on the causes, the researchers prioritized the cause of the problem using the MCUA method (Multiple Criteria Utility Assessment) and the results that had the highest influence in the delay in the provision of medical record files were the maximum non-functioning of the tracer. Pesantren 2 Puskesmas 2 in Kediri is suggested to minimize the occurrence of delays in the provision of medical record files by giving awards and punishments to officers in terms of providing medical record files. re-design and dissemination of the use of tracer, provision of training to medical record officers, and routine evaluation in the event of delays in the provision of medical record files.

Keywords: Provision of Medical Record Files, MOA, Puskesmas