

Analysis of Delay Factors in Provision of Medical Record Files at Syam Rabu Hospital Bangkalan. (Analisis Faktor Keterlambatan Penyediaan Berkas Rekam Medik di Poli Rawat Jalan RSUD Bangkalan Syamrabu State General Hospital)

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ABSTRACT

Medical record file is a crucial record and document because it contains the patient's identity, examination, medication, treatment and other services that have been provided to the patient. Based on presurvey at in Syam Rabu Rato Ebu Hospital, Bangkalan can be concluded that the assuarcy of services from ticket registration until is call from the registration window for the time needed by the patients is more than 10 minutes. (standart <10 minute) It takes a long time for the medical records officer to retrieve patient data and deliver it to the preffered polyclinic. As a result of the delay in service in uotpatient facility, there is a visible buildup of patients in the waiting room for registration. The purpose of this study is to analyze factors causing delay in the investigation of the medical record file in Rgional General Hospital of Syam Rabu Rato Ebu Bangkalan. This research uses descriptive qualitative research. The problem testing was done using a fishbone test on the management of 5M elements (man, money, material, methods and minute). The results shows that the officers education and knowledge are the most dominant factors causing delay in the provision of medical record file in outpatients. Then, it is followed by the factor in which the officers act in compliance with the SOP (Standard Operation Procedure), as welll as limited budget factor. The hospital need to give am opportunity to the officers to attend training and update the SOP thus the medical record files files can be provided for a maximum of 10 minutes.

Keywords: *Provision of file, fishbone test, 5M, Hospital,*