

Analisis Faktor Penyebab Keterlambatan Pengembalian Berkas Rekam Medis Rawat Inap Di RSIA Srikandi IBI Jember (Analysis of Causing Delay Factor in Returning of Inpatient Medical Record at RSIA Srikandi IBI Jember)

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ABSTRACT

The return of the medical record file is an activity of re-submitting completed medical record file to the medical record unit after the patient returns. The delay in returning patient medical record file is very influential for the continuity process of patient medical record service. The deadline for returning inpatient medical record at RSIA Srikandi IBI Jember is 2x24 hours after the patient returns. Based on survey's result on early April 2015, data delay reached 42.24%. The purpose of this study was to analyze the factors causing the delay of inpatient medical records file returning at RSIA Srikandi IBI Jember. This research is a qualitative research. Data collection techniques used were in-depth interviews, observation and brainstorming. Based on the research, it was found that the factors causing inpatient medical record delayed return were caused by officer's limited knowledge about Standard Operational Procedure, the limitation of work ability and the number of officers in returning medical record file, the enabling factor of the medical record room layout with the inpatient ward which is far from the available currently in a wheelchair. Reinforcing factor lack of given motivation to the officer, either reward or punishment. So the efforts that can be done to reduce the number of delay in returning the file are the socialization of Standard Operational Procedure regularly, the addition of shift officer, procurement of file pulley, and the application of reward or punishment.

Keywords: file, medical record, delay factor, inpatient, hospital