

Penentuan Prioritas Masalah Kualitas Layanan Rekam Medis Unit Rawat Inap dengan Metode *Urgency Seriousness Growth* RSU. Dr. H. Koesnadi Bondowoso. (*Deciding Problem Priority of Hospitalization Medical Record Service Quality by Urgency Seriousness Growth Dr. H. Koesnadi Bondowoso Hospital*)

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ABSTRACT

Based on the observation result in dr. h. Koesnadi Bondowoso hospital, there are some problems such as KLPCM, stacking file medical records, medical record file redundancy and delay in returning the file. Those condition influence the medical record service quality. The purpose of observation is to know the problem priority of service quality problems in the medical record using the hospitalization unit by urgency seriousness growth. This observation is a quantitative descriptive, using a sample of the total sampling that all of the population was being sample who are medical record staff. The results of this observation found that the priority problems to be solved first is KLPCM with a score of 26, second is the delay in returning the file to the unit medical record with a score of 23, the third is a medical record file redundancy with a score of 22, as well as the fourth priority is stacking of medical record file with a score of 19. Researchers suggested that the head of the medical records and their officers quantitative analysis every month and increasing awareness of officers in performing their duties..

Keyword : *Deciding of priority, Urgency Seriousness Growth (USG)*