

## **ABSTRACT**

**Deciding Problem Priority of hospitalization Medical Record Service Quality by Using *Delphi Method* in *di RSIA Srikandi IBI Jember Hospital*** Chandra Kusuma Wardhana; E4110155; 2013; page; Medical Record Study Program; Health Department; State Polytechnic of Jember.

Based on the observation result in Kalisat Jember Hospital, there are some problems, such as Incomplete Medical Record, Number Redundancy, absence Tracer, lack shelves *Filling* , Activities which are not in accordance with jobdecs. Those conditions influence the medical record service quality.

The purpose of this observation is to know the problem priority of medical record service quality in hospitalization unit by Delphi. This observation is quantity descriptive. The sample of this observation used total sampling, all of the population was being sample who are medical record staff.

The result of this observation is the problem priority that should be solved first is absence Tracer. Researchers suggested that the hospital should have a clue out (tracer) to minimize the risk of loss of medical record file.

**Key word: Deciding of priority, Delphi.**