

***Analysis Of The Relationship Between Predisposing And Reinforcing Factors On
The Accuracy Of Returning Inpatient Medical Records Documents At The Jember
Klinik Hospital***

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ABSTRACT

Hospital is a health service institution that provides health services to achieve the highest health standard. Hospital has an obligation to organize medical records. Time for returning medical record documents according to the operational standart procedure of Jember Klinik Hospital is 2x24 hours after patient's discharged from the hospital. Medical record document return system is very important to support services, especially medical record documents management. Based on the preliminary study in the Jember Klinik Hospital, the average rate of returning medical record documents more than 48 hours in January to June 2019 reached 42.3%. The purpose of this study was to analyze the relationship between predisposing and reinforcing factors on the accuracy of returning inpatient medical record documents at the Jember Klinik Hospital. This is a quantitative study with a cross-sectional approach and the spearman rank correlation method. The population of this study were 67 nurses and midwives and 50 respondents as the sample. The results were that there was a significant relationship between knowledge (sig. 0,000), attitude (sig. 0.009), superiors support (sig. 0.002), and colleagues support (sig. 0.012) on the accuracy of returning medical record documents. However, the variable age (sig. 0.110) of nurses and midwives has no significant relationship with the accuracy of returning medical record documents. The suggestion for Jember Klinik Hospital is to increase knowledges with carry out further socialization regarding the importance of accuracy in returning medical record documents and implement a reward and punishment system to improve nurse or midwife discipline in returning medical record documents.

Keywords: Knowledge, Attitude, Age, Support, Medical Records Documents