Factor Priority Analysis Causes Duration of Response Time in Outpatient Medical Record Service at Baladhika Husada Hospital Jember

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ABSTRACT

Outpatient medical record service at Baladhika Husada Hospital Jember related to the response time of medical record service consists of outpatient registration, medical record file borrowing, recording and distributing. Based on the observation result, it is known that the outpatient medical record service at Baladhika Husada Hospital Jember is not maximal because still the officers often accumulate medical records to be distributed to outpatient elsewhere. The aim of this research is to identify problems by using 5 (five) management elements, ie man, machine, material, method, and money which will then be determined by priority problem by using USG (Urgency, Seriousness, Growth) method and determine solution by using method Brainstorming. This research is a qualitative descriptive. The result of this research shows that the 3 highest factor causing the duration of response time of medical record service is not the Hospital Management Information System, less of the facilities for helping medical record distribution process, and the less of filling officers. The solution is apply for procurement to design of Hospital Management Information System especially in Outpatien Registration Place, apply for procurement of facilities assistant to accelerate the implementation of medical record and adding filling officers.

Keywords: Brainstorming, Response Time, USG, 5M.