

***Factors Causing the Length of Time Provision of Medical Record Documents
Outpatient Services at Kalisat Jember Regional Hospital 2016***

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ABSTRACT

In the time of providing medical record document of outpatient service at Kalisat Regional Hospital Jember not in accordance with minimum service standard. The purpose of this research is to look for factors causing length of time of medical record document of outpatient service at Kalisat Jember Regional Hospital using fishbone diagram method. Acquisition of data in this research is through semi structured interview interview and observation. The results obtained in this study are of the man variables that cause the problem is the lack of officers in the filing and patients who do not carry medical card. In the methode variable the cause of the problem is the medical record file that has not been returned and the absence of SOP regarding the length of time the provision of medical record documents. In the machine variables that become the cause of the problem is the absence of electronic medical records. In the matherial variables that become the cause of the problem is a medical card whose material resembles manila paper.

To support the service of medical record, it is necessary to recalculate the workload of filing officer, make SOP time of medical record document, using electronic medical record system, and replace medical card material that is not easily damaged or torn.

Keywords: Patient Service, fishbone diagram