

Analysis of the Factors Causing Delays in the Return of Inpatient Medical Records at RSUD dr. Soedomo Trenggalek. Gamasiano Alfiansyah, S.KM, M.Kes (Supervisor I)

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ABSTRACT

Late return of inpatient medical records at RSUD dr. Soedomo occurs when records are not returned to the Medical Record (MR) Department within 2×24 hours. The highest delay rate was found in the ICU, reaching 100% of returned medical records. This study aimed to analyze factors causing delays in inpatient medical record returns at RSUD dr. Soedomo Trenggalek using the MOA (Motivation, Opportunity, Ability) performance theory. This qualitative study employed interviews, observation, documentation, and brainstorming for data collection. The results showed that the motivation factor involved uneven distribution of rewards to administrative staff and the absence of written punishment. Opportunity-related factors included the absence of a Standard Operating Procedure (SOP) for medical record returns, unclear job descriptions, lack of trolleys, and incomplete medical records. Ability-related factors included staff educational backgrounds not meeting the D-III Medical Record qualification, insufficient knowledge of the correct return timeframe, and the lack of regular training. Improvement efforts included providing rewards in the form of praise, developing and disseminating SOPs for medical record returns in nursing units, establishing job descriptions for administrative staff, providing trolleys for inpatient units, evaluating medical record completeness, and conducting training for administrative staff. The researcher recommends developing and implementing a reward and punishment system, providing trolleys for inpatient units, and extending the return timeframe in the SOP for inpatient medical records to be disseminated to all unit.

Keywords: *Return, Medical Records, Inpatient, MOA*