

**Strategi Perbaikan Lama Waktu Penyediaan Dokumen Rekam Medis di RS  
Bhayangkara Lumajang Dengan Metode PDCA (*Strategy to Improve the  
Length of Time for Providing Medical Record Documents at Bhayangkara  
Hospital Lumajang Using the PDCA Method*)**  
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***ABSTRACT***

*Each hospital must follow minimum service standards regarding waiting times and the time for providing outpatient medical record documents. According to the results of observations, the time for providing outpatient medical record documents on the morning shift has a total average of 22 minute while the afternoon shift has a total average of 21 minute. The purpose of this study is to improve and develop strategies to speed up the time of providing medical record documents at Bhayangkara Lumajang Hospital with the PDCA (Plan, Do, Check, Action) method. The results and discussion can be concluded, namely the plan (planning) in an effort to improve the time of providing medical record documents which is quite long, namely by making tracers. Do (implementation) of the results of the plan in an effort to improve the length of time for providing medical record documents at Bhayangkara Lumajang Hospital, by implementing the MCH system, applying tracers to medical record documents. The check can be concluded that the time for providing medical record documents has not met the expected standard. Action (improvement) as a result of the agreement in Brainstorming, Action concluded that Bhayangkara Lumajang Hospital will maintain the standard time for providing medical record documents and apply the use of tracers from researchers.*

***Keywords:*** long preparation time, medical record documents, PDCA, hospital