

***The Strategy to Increase the Timely Return of Inpatient Medical Record Files at
Ambulu Health Center, Jember***

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ABSTRACT

Delay in returning the inpatient medical record files can obstruct the process of medical record services, such as assembling, filling, coding, and likely causing loss or damage to the medical record files. The return of the inpatient medical record at Ambulu Health Center still runs into delay. According to observation conducted by the researchers at Ambulu health center, there was a buildup of inpatient medical record files from January to November 2019, reaching 100% of files which were delayed. The objective of this research was to apply a strategy to increase the timely return of medical record files at Ambulu Health Center. The type of this research was qualitative research with research variables consisting of Diagnosing Action, Planning Action, Taking Action, and Evaluating Action. The technique of collecting data consisted of interview, observation and FGD (Focus Group Discussion). The findings indicated that the delay in returning the inpatient medical record files was caused by the individual competency which had not been given socialization among the officers as well as the SOP socialization. In addition, it was caused by the management problem, such as a nurse who had not immediately filled out the BPJS claim process for patients who had been discharged from Health Center. The delay in returning the medical records could be overcome in terms of management support by adding a photocopy machine to make nurses working efficiently when they would process BPJS claim for patients who had been discharged from Ambulu Health Center. Pertaining to the case, it was necessary to hold regular meetings specifically to discuss the delay in returning the medical record files to solve the problem.

Keywords: *Delay, Health center, Medical Record File, Return.*