

**Strategi Mengurangi Keterlambatan Pengembalian Berkas Rekam Medis  
Rawat Inap di RSUD Pasirian Lumajang Tahun 2020** *Strategy for  
Reducing Delays in Returning Inpatient Medical Record Files  
at Pasirian Lumajang Hospital in 2020*  
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**ABSTRACT**

*The standard time for returning inpatient medical record files is 2x24 hours after the patient is declared discharged from the hospital. The return of inpatient medical records at Pasirian Lumajang Hospital is still delayed. From January to December 2019, the number of late inpatient medical record files was 6398 (66.85%) of the 9570 files that had to be returned to the medical record unit. The purpose of this study was to develop a strategy to reduce delays in returning inpatient medical record files at Pasirian Lumajang Hospital. This type of research is qualitative with action research methods. Interviews, observation, and brainstorming are the data collection methods used. The results showed that the factors causing delays in returning inpatient medical record files were caused by the lack of training related to the medical record file return system, lack of socialization of SOP for returning medical record files, no evaluation of inpatient medical record file return activities, there was often incomplete filling of inpatient medical record files, and there was no SOP that regulates the completeness of filling in the inpatient medical record file. Based on this, the efforts to fix the problem suggested by the researcher to the Pasirian Lumajang Hospital are to prepare SOP for completing inpatient medical record files, socialization and distribution of SOP for completing inpatient medical record files, and SOP returning of medical record file to related unit, also making report return of inpatient medical record files.*

*Keywords: Action Research, Late Return of Files, Inpatient, Medical Records, Hospital*