

ABSTRAK

Introduction: Masalah keterlambatan keterlambatan pengembalian dokumen rekam medik di rumah Indonesia masih cukup tinggi. Hal ini berdampak pada mutu pelayanan. Research objective ; penelitian ini bertujuan untuk menganalisis faktor-faktor yang memengaruhi keterlambatan pengembalian dokumen rekam medis. Research Methods; Penelitian ini menggunakan disain Cross sectional. Sampel penelitian sebanyak 80 orang dipilih secara purposive sampling terdiri dari tenaga medis dan staff rekam medik RS Sundari. Data dikumpulkan melalui wawancara menggunakan kuesioner. Data dianalisis menggunakan Regresi Logistik Berganda. Research Results; Responden berada pada rentang usia 22-59 tahun. Mayoritas responden perempuan sebesar 62,5 %. Mayoritas pendidikan D3 Rekam Medis sebesar 40 %. Masa kerja 1-3 tahun sebesar 40% . Dari hasil uji Regresi Logistik Berganda, faktor yang memengaruhi keterlambatan pengembalian dokumen rekam medik adalah faktor petugas dan koordinasi antar unit. Conclusion; Keterlambatan pengembalian dokumen rekam medik disebabkan kinerja petugas yang belum optimal dan buruknya koordinasi antar unit. .

Key Message: Keterlambatan, Rekam medik, Mutu, Pelayanan

Abstract

Introduction: The problem of late returns of medical records in Indonesia remains quite high. This impacts the quality of service. **Research Objective:** This study aims to analyze the factors influencing the late return of medical records. **Research Methods:** This study used a cross-sectional design. A sample of 80 people was selected using purposive sampling, consisting of medical personnel and medical records staff at Sundari Hospital. Data were collected through interviews using a questionnaire. Data were analyzed using Multiple Logistic Regression. **Research Results:** Respondents ranged in age from 22 to 59 years. The majority of respondents were female (62.5%). The majority had a Diploma 3 (D3) in Medical Records (40%). 40% had 1-3 years of service experience (40%). The results of the Multiple Logistic Regression test indicate that the factors influencing the late return of medical records are staff factors and inter-unit coordination. **Conclusion:** Delays in the return of medical records are caused by suboptimal staff performance and poor inter-unit coordination.

Key Message: Delays, Medical Records, Quality, Service.