

ABSTRACT

Good medical records process is needed in order to get good health service. Dr. Moh. Soewandhie Public Hospital in Surabaya, is one of the government-owned hospital that possess problems concerning to time of service for outpatient medical records that was not in accordance to standard. This research aimed to analyze determinant factors in out-of-time of service for outpatient medical records in Dr. Moh. Soewandhie Public Hospital in Surabaya.

This study was a descriptive-observational study using a cross-sectional approach. Data were taken through interview, observation and documents accordance. Interviews were conducted to 16 staffs in medical record unit. Subjects were population of the outpatient staffs. Variables in this study were workload, working facilities, width of medical records storage, work distance, outpatient medical record storage, work design, standard operating procedure, job description, registration, finding medical records process and distribution of medical records.

The result of the research was, there were six determinant factors. Those factors were workload, working facilities, width of medical records storage, work distance, outpatient medical record system and work design.

The conclusion of the research, there were six determinant factors in the out-time-of service of outpatient medical records in dr. Moh. Soewandhie Public Hospital in Surabaya. It is advised that the party to solve root problems on these factors in order to improve its service in accordance to the standard.

Keywords: determinant factors, medical records, outpatient