

Factors Causing Delays in Provision of Patient Medical Records

Polyclinic During Admission Process

at Prof. Dr. IGN G. Goerah General Hospital, Denpasar

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ABSTRACT

Medical records are available on time is the quality of medical records. The time of provision of medical records is a service problem at Prof. Dr. IGN G. Goerah General Hospital, Denpasar. This study identifies factors that influence the delay in providing medical records for polyclinic patients during the admission process according to Lawrence Green's theory (predisposing factors (knowledge and attitude), enabling factors (facilities and infrastructure), reinforcing factors (training and SOP)). The following qualitative research methods are observation and documentation of interview results. The results of the study showed the unpreparedness of the knowledge and attitude of admission officers in carrying out service procedures where the time for providing medical records ranges from 30 minutes to 1x24 hours which has an impact on the delay in patient treatment and care. Adjustment of manual data and EMR extends the completion time of patient admission. Another problem found was that polyclinic doctors and nurses had not completed the EMR data so that the data presentation was not up to date. The availability of resources plays an important role, predisposing factors are connected to enabling factors from the division of tasks and authority of officers, knowledge and attitudes affect the activity process (reinforcing factors). Conclusion: officers do not yet know the procedures related to the response time for receiving medical records for admission, studies and evaluations have never been conducted in the admission unit (enabling factor), the need for EMR training and socialization of SOPs (reinforcing factor). Hospitals are advised to maximize EMR in patient admission, EMR training and socialization of patient admission policies

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ABSTRACT

Medical records are available on time is the quality of medical records. The time of provision of medical records is a service problem at Prof. Dr. IGN G. Goerah General Hospital, Denpasar. This study identifies factors that influence the delay in providing medical records for polyclinic patients during the admission process according to Lawrence Green's theory (*predisposing factors* (knowledge and attitude), *enabling factor* (facilities and infrastructure), *reinforcing factor* (training and SOP)). Qualitative research methods including observation and documentation of interview results. The results of the study showed the unpreparedness of the knowledge and attitude of admission officers in carrying out service procedures where the time for providing medical records ranged from 30 minutes to 1x24 hours which resulted in delays in patient treatment and care. Manual data adjustments and RME extended the completion time for patient admissions. Another problem found was that doctors and nurses in the polyclinic had not completed the RME data so that the data presentation was not up to date. The availability of resources plays an important role, *predisposing factors* connected with *enabling factor* from the division of tasks and authority of officers, knowledge and attitudes influence the activity process (*reinforcing factor*).

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Conclusion: officers do not yet know the related procedures *response time* receipt of medical records for admission, review and evaluation has never been done in the admission unit (*enabling factor*), RME training needs and SOP socialization (*reinforcing factor*). Hospitals are advised to maximize RME in patient admission, RME training and socialization of patient admission policies.

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1. INTRODUCTION

Hospitals in the formulation of Health Law Number 17 of 2023 are health service institutions whose main task is to provide comprehensive health services. One of the benchmarks for determining the quality of health services in hospitals is accountable medical record data and information (Amran, Apriyani and Dewi, 2022). One aspect of maintaining the quality of medical records is the availability of medical records on time when needed. This issue is still a dilemma amidst the onslaught of electronic medical records, including at Prof. Dr. IGNG Ngoerah Denpasar General Hospital.

A preliminary study conducted in November 2024 showed that Prof. Dr. IGNG Ngoerah General Hospital, Denpasar, still uses manual medical records for the inpatient admission process. This problem results in delays in the availability of medical record documents during admission. Problems with resources and the distance between the medical record storage location and the polyclinic administration section also contribute to the long time it takes to provide medical records for inpatient admissions. Delays in providing medical records in the patient admission process are disrupted. Unpreparedness of documentation also contributes to delays in recording medical and nursing assessments of patients in the inpatient room.

Obstacles to the provision of medical records during admission when associated with Lawrence Green's theory are said to be influenced by 3 (three) factors, namely Predisposing factors (knowledge and attitude), Enabling factors (facilities and infrastructure) and Reinforcing factors (training and SOP) (Dzakirah et al., 2023). A similar study with different research subjects was conducted by Insani Dzakirah, et al. discussing the factors causing delays in returning inpatient medical records at Bhaladika Husada Hospital, Jember. Delays in the provision of inpatient medical records have an impact on patient waiting time to receive services, there is an accumulation of new medical record documents because previous medical records are not available. Referring to other studies, it is known that the waiting time for the provision of medical records affects patient satisfaction at RSHD Harapan and Doa, Bengkulu City, the provision of outpatient medical record documents takes more time because officers have to search for files before the patient registration process (Harmanto et al., 2022). Considering this, this study is important to improve the medical record provision system and maximize electronic medical records as mandated by the health law.

Analysis of the factors causing delays in providing medical records such as the conditions above is crucial in the midst of fulfilling service standards according to medical record documentation procedures and service flows so that they run well as fulfilling hospital accreditation standards. Several researchers in previous studies have focused on response time indicators for patient satisfaction. There is limited research related to medical record work units but around

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patient registration waiting time. Therefore, this study intends to further examine the admission process that has been carried out to detect factors causing delays in providing medical records for polyclinic patients in the admission process at Prof. Dr. IGNG Ngoerah General Hospital, Denpasar.

2. RESEARCH METHODS

The study was conducted at the Admission Unit of Prof. Dr. IGNG Ngoerah General Hospital, Denpasar on January 15 - March 31, 2025. Qualitative research with admission officers as subjects and research objects in the form of medical records of admitted patients. Primary and secondary data sources were collected through observation, documentation and interviews. The results of the interviews were then grouped to be analyzed qualitatively descriptively.

3. RESULTS AND DISCUSSION

Patient admission is one of the service activities in the Medical Records Installation or Work Unit that provides patient registration services to the distribution of patients from the Emergency Room and/or Polyclinic to Inpatient Care (Ministry of Health, 2023). The 2008 Minimum Service Standards (SPM) stipulate that hospitals in the provision of medical records for inpatient services are ≤ 15 minutes. Understanding the flow and procedures in fulfilling service response time is important to do so that the minimum target for service quality can be achieved, including for the patient admission process.

Lawrence Green's theory discusses how behavior can be influenced by 3 factors: predisposing factors (knowledge and attitude), enabling factors (facilities and infrastructure), and reinforcing factors (training and SOP). Learning from this theory, research was conducted at the Admissions Unit by conducting interviews with admissions officers. The summary of the interview results was then analyzed to discuss the factors causing delays in providing medical records for polyclinic patients during the admission process at Prof. Dr. IGNG Ngoerah General Hospital, Denpasar.

Table 1
Respondent Characteristics

Respondents	Age (year)	JK	Work unit	Long Work
1	33	P	Admission	6 years
2	33	L	Admission	7 years
3	43	L	Admission	9 years
4	31	P	Admission	7 years
5	43	P	Admission	7 years
6	50	L	Admission	10 years
7	50	P	Admission	10 years
8	37	L	Admission	3 years

Identifying predisposing factors from knowledge and attitudes obtained that the unpreparedness of knowledge and attitudes of admission officers in carrying out service procedures, in line with preliminary studies where the time span required is 30 minutes to 1 x 24 hours (1 day) so that it has an impact on the hampering of treatment planning and patient care. The delay in providing medical records in the process is evident from

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unpreparedness of documentation also contributes to the delay in recording medical and nursing assessments of patients in the inpatient room. Standard SOPs need to be socialized at least every quarterly work unit meeting because procedures not only function as a guide, but also as an evaluation medium for the organization. A focused understanding of SOPs allows every hospital officer involved to carry out their work with confidence and productivity (Fauzi, 2025).

Identifying from *enabling factor* on the facilities and infrastructure for medical record services in the admission process, the inability of officers *update* The RME data transfer system creates obstacles in providing medical records during patient admission. On the other hand, the electronic medical record system is recognized by respondents as very helpful in completing work. Tools cannot be useful if they are not balanced by human resources who can interpret the electronic media into relevant information.

Excessive workload can trigger stress, fatigue, and performance deficiencies. Workload is a crucial aspect in HR management. That is, it can affect well-being and level of *work life balance* an employee (Husnunnisa, 2024). The delay in providing documents is in line with *enabling factor* when there has never been an evaluation of resources as also happened at the research location. Work system evaluation can be carried out for individuals, teams, events, or policies. Work evaluation is an activity to assess individual or group performance on the results of their activities. Evaluation is in the form of opinions that are used for development and the basis for making decisions (Kita, 2022)

Identifying *reinforcing factor* (training and SOP) that affect the delay in providing medical records in the admission unit, there are respondents who are still hesitant, implying that admission has not been fully implemented according to the policies set by the hospital. The admission work unit requires a study of resource needs to optimize the work program and quality standards set. The achievement of results will be apparent so that it can be seen how much burden has been borne through the tasks and authorities given for real and maximum results (Muriawan, Subarkah and Sulistyowati, 2020).

Based on the analysis of the results of the 3 (three) factors that influence work behavior, the discussion will lead to service policies as a legal formulation. Inpatient care arrangements (*admissions*) and patient discharge procedures (*discharge*) become an important point in improving the quality of patient admission services in hospitals. Cooperation is needed to ensure that the health services provided have been planned according to the concept of a patient-based approach. (*patient centered*) which aims to improve quality and fulfill a sense of justice (Admin, 2020).

Based on previous research, behavior based on knowledge will be more sustainable than behavior that is not based on knowledge (Notoadmojo, 2003; Suwanti and Aprilin, 2017). Knowledge is the extraction of human curiosity about anything through certain methods and tools. According to WHO theory (*World Health Organization*), one form of health object can be described by knowledge obtained from one's own experience (Wawan, 2010; Fatim and Suwanti, 2017).

Characteristics of attitudes that must be met include curiosity about something; scientists must have the effort to solve problems; be objective and act objectively, and be patient in making observations (Darsini et al., 2019). Referring to research by Insani Dzakhirah conducted at Baladhika Husada Hospital, Jember, *predisposing factors* allegedly

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because the attitudes and knowledge of nurses and medical records officers are still below standard in meeting the time for returning inpatient medical records (Dzakirah *et al.*, 2023). The availability of resources plays an important role in Prof. Ngoerah General Hospital. Looking at the interview results, the distance between service buildings is around 50 meters, so the side *predisposing factors* correlated with *enabling factor*. In terms of the division of tasks and authority by resources influenced by knowledge and attitudes towards an activity, the research conducted by Fadillah stated that enabling factors include the means or facilities at Mitra Medika Bondowoso Hospital which are used, namely the expedition book to find out and monitor medical records that are being borrowed or have been returned, but the expedition book does not yet contain the name of the borrower, the borrowing unit, the date of borrowing and the date of return so that medical record officers cannot find out the accuracy or delay of outpatient medical record files (Fadillah *et al.*, 2020). The difference is significant between *tools* which is used as a corrective measure of admission services, but the same thing is *enabling factor* having an impact on the availability of medical records when needed really happens on the side *reinforcing factor*.

Reinforcing factor This occurs because there is no special training for officers regarding the return of medical records, as well as the absence of information on the maximum time for returning medical records in the SOP for returning medical records (Dzakirah *et al.*, 2023). Procedures can be implemented properly if there is commitment from officers and management of service providers. Procedures need to be socialized so that all officers can know the steps or stages of service that meet standards (Triutomo and Pradana, 2022).

According to Lawrence Green's theory, practice is determined by 3 main factors, namely predisposing factors, enabling factors, and reinforcing factors. *predisposing factors* includes knowledge, attitude, discipline, lack of training, level of education; *enabling factors* including the absence of special officers, the long distance between the inpatient room and the medical records installation, and the less than optimal use of facilities and infrastructure; *reinforcing factors* includes the absence of *reward* And *punishment*, and lack of socialization of SOPs to officers (Zahro, 2022). The results of this study indicate that there are significant results between theory and identification of factors in the admission unit in the delay in providing medical records at the time of admission.

4. CONCLUSION

The admission unit of Prof. Ngoerah General Hospital is facilitated by hospital management through training or the medical record team needs to conduct socialization of SOPs related to the flow of medical records to polyclinic officers, nurses, and doctors so that they can understand the contents and flow of returning outpatient/polyclinic medical records to the Admission Unit. SOPs not only function as a guide, but also as an evaluation tool for the organization. By following SOPs, organizations can more easily monitor and evaluate each work process in line with *predisposing factors* (knowledge and attitude) and *enabling factor* (training and SOP).

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