

Optimization Strategy of Filing Work Function of Misfile Case at Bhakti

Husada Krikilan Hospital in Banyuwangi

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ABSTRACT

A survey at Bhakti Husada Krikilan Hospital in Banyuwangi showed that there were some troubles related to misfiles are misplaced and missing files. The total cases of misfiling from January to March of 2021 were 106 medical record files. For this reason, the researcher resolved the problem by designing and implementing a strategy for optimizing the filing work function of misfiling. This type of research was qualitative by using The Action Research method. The researcher conducted an interview, observation, brainstorming, and documentation of misfiling as the data collection techniques and the informant are the chief of medical records and filing officer . This study indicated that the cause of the non-optimal work function of filing in the misfile was the absence of a tracer in the implementation of work and ignorance of the filing officer on the existing work procedures in the standard operating procedures and job descriptions thus the filing officer had not yet carried out work per existing procedures. As the result, the researcher and the hospital made efforts to design a tracer and re-socialize the standard operating procedures and job descriptions for filing officers to reduce the problems of misfiling from the previous month.

Key words : Medical Records, Misfile, Filing, Action Research,