

**Analisis Faktor Penyebab Terjadinya *Missfile* Di Bagian *Filing* Puskesmas
Dringu Kabupaten Probolinggo**
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ABSTRAK

Kegiatan penyelenggaraan rekam medis di Puskesmas Dringu masih belum optimal. Hal ini dapat dilihat dari belum adanya ruang *filing*, kurangnya rak rekam medis, serta proses penyimpanan yang belum sesuai dengan SOP sehingga dapat menyebabkan terjadinya *missfile*. Tingkat kejadian *missfile* di Puskesmas Dringu sebesar 11% pada bulan Juni 2019. *Missfile* dokumen rekam medis dapat menyebabkan data rekam medis tidak berkesinambungan. Penelitian ini bertujuan untuk menganalisis faktor penyebab terjadinya *missfile* di Puskesmas Dringu Kabupaten Probolinggo. Jenis penelitian adalah penelitian kualitatif. Pengumpulan data menggunakan wawancara, observasi, dokumentasi dan kuesioner. Subyek penelitian berjumlah 4 orang yang terdiri dari 2 petugas rekam medis, kepala rekam medis serta kepala Puskesmas Dringu. Penentuan prioritas penyebab masalah terjadinya *missfile* menggunakan USG (*Urgency, Seriousness, Growth*) dan penentuan solusi menggunakan *brainstorming*. Hasil penelitian menunjukkan bahwa faktor penyebab *missfile* yaitu ketidakpatuhan petugas dalam menjalankan SOP, kurangnya pengetahuan, tidak adanya *tracer* dan buku ekspedisi, pendidikan petugas belum sesuai kualifikasi, petugas tidak melakukan penyortiran DRM yang akan disimpan dan petugas tidak melakukan audit penyimpanan secara periodik. Hasil prioritas utama penyebab *missfile* menggunakan USG yaitu petugas yang tidak patuh terhadap SOP (*Standart Operasional Procedure*). Upaya penyelesaian masalah tersebut yaitu adanya sosialisasi SOP, pengawasan kinerja petugas, mengadakan evaluasi kinerja dan adanya *punishment* dan *reward*.

Kata kunci : *Missfile, Filing, Rekam Medis, Puskesmas*

**Analysis of Factors Causing Misfile In Filing Section of Puskesmas Dringu
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ABSTRACT

The activities of medical records at Dringu Public Health Center are still not optimal. It can be seen from the absence of the filing room, the lack of medical record shelves, also the filing process that has not been according to SOP so it causes misfile. The incidence rate of miss-file at Dringu Public Health Center was 11% in June 2019. The misplaced document will cause the unsustainable data of medical record. This research aimed to to analyze the factors that cause misfile at Dringu Public Health Center, Probolinggo Regency. It used qualitative research. The data collection was from interviews, observation, documentation, and questionnaires. The subject of this research consisted of 2 medical record officers, the head of medical record and the head of Puskesmas Dringu. The determination of priority cause of misfiling used USG method (Urgency, Seriousness, Growth), and the determination of the solution used brainstorming. The results showed the causes of misfiling were the disobedience of officers towards SOP, the lack of officer's knowledge, the absence of trace, and expeditions book. The officer's education is not according to qualification. The officers didn't sort the medical record and didn't conduct the periodic filing audits. The main priority that causes misfiling based on USG result was the officer's disobeyed towards the SOP (Standart operational Procedure). The improvement efforts made are planning the socialization of SOP, supervising the officer's performance, evaluating the officer's performance, and giving the punishment and rewards.

Key word : Filing, Missfile, Medical Record, Puskesmas