

Analysis of Factors Causes Not Implemented Retention and Destruction of Documents Medical Record Outpatient at the Summersari Health Center, Maya Weka Santi, S.KM, M.Kes (Supervisor)

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ABSTRACT

Based on a preliminary study, the number of outpatient visits from January to December 2020 at the Summersari Health Center has increased from 15.72% to 42.80% (average 28.6%). The increased percentage has led to an increase in the number of medical records. Since the Summersari Health Center was established until today, retention and destruction of medical records have never been carried out, which has an impact on the accumulation of medical record and misfiles. This study aimed to analyze the factors causing the non-implementation of retention and destruction of outpatient medical records at the Summersari Health Center. This type of research is qualitative. The research subjects were 4 people who were responsible for managing medical record in the filing room. Data collection was done by interview, observation, documentation and brainstorming. The results showed personal factors, namely officers did not understand the shelf period of medical record and who should be involved in retention and destruction activities, there were two officers who did not meet the minimum recruitment standards, and officers had never attended retention and destruction training. Leadership factors were superiors not giving enough direction to do retention and destruction. Team factors, namely the lack of teamwork. System factors, namely not having a special budget, the absence of scanners and paper shredders specifically for retention and destruction. Situational factors, namely officers experiencing double jobs so that retention and destruction have not been carried out. The priority problems obtained were there was no special budget for retention and destruction, officers had never attended training on retention and destruction, and officers experienced double jobs. Suggestions from this study are to collaborate with third parties for retention and destruction, provide training or seminars and propose additional medical record officers to the Lumajang District Health Office.

Keywords : *Puskesmas, Medical Record, Retention, Destruction*