

***Analysis of Factors causing the occurrence of Medical Record Missfiles in the filling section In Primary Health Center of Benculuk Banyuwangi, dr. Novita Nuraini MARS. (Supervisor)***

**Yuda Cinora**

*Study Program of Health Information Management*

*Major of Health*

## ***ABSTRACT***

*Misplacement of medical records (missfile) is a patient's medical record which is not found in the storage unit. At the Benculuk Health Center, the occurrence of missfiles was 18.9%. The purpose of the study is to analyze the factors causing the occurrence of missfiled medical records using 5M and improvement efforts by recommending solutions using Brainstorming. This type of research is qualitative research using interview data collection, observation, and documentation. The subjects of this study were 4 medical record officers and 1 head of the primary health center. The results of this study are the man factor, Education there are medical record officers who still do not meet the qualification standards, Lack of knowledge of officers regarding the definition of missfile, impact, and storage system. The money factor is the preparation of the fund budget that has been carried out. The method factor is the SOP for storing medical records that are not maximized and there is no special SOP regarding borrowing and returning medical records. The material factors are capacity of storage space and storage shelves are not enough. The machine factor does not have an expedition book, the use of the tracer is not optimal due to the absence of instructions for use and the computer. Ways that can be done to overcome the occurrence of misfiles are to involving training officers, conducting reward and punishment, realizing budget funds, holding expedition books, making instructions for using tracers, using expedition books and tracers for searching medical records.*

**Keywords:** *medical record, missfile, public health center*