

***Analysis of Factors Causing the Occurrence of Outpatient Medical Record  
Misfiles at Baladhika Husada Hospital Jember***

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**ABSTRACT**

*Misfiles are errors in placing medical records in storage space when needed. Based on observations made on April 21, 2022 at Baladhika Husada Jember Hospital, it is known that there is a misfile of medical records with a percentage of 34% of 2240 medical records. This study aims to analyze the factors causing the misfile of outpatient medical records at Baladhika Husada Jember Hospital based on 7M, namely man, money method, material, machine, media, motivation then determine the priority of the problem using the Urgency, Seriousness, Growth (USG) method and determine the plan for improvement efforts using the brainstorming method. This research is a qualitative research, with data collection using observation, interviews, documentation, and brainstorming. The results obtained in this study are that the knowledge of officers is quite good, the education of officers is not up to standard, and officers have never attended training related to the storage process. The machine factor is the use of tracers that are not used properly. The method factor is the lack of implementation of SPO socialization by the head of medical records. The material factor is that there is no medical record folder tongue and color coding in the medical record map design. The money factor is that the existing budget is not enough for the filing unit. The media factor is the condition of the storage rack is full and crowded. The motivation factor is that there has been no award and punishment given to the officer. Based on the results of the ultrasound, the cause of the outpatient medical record misfile found that the existing budget was not sufficient for the filing unit. The effort to fix the problem is to submit planning and budget submissions for the needs of the filing unit*

*Keyword : Medical Record, Misfile, Outpatient.*