

ANALYSIS OF THE CAUSES OF DELAYS IN DESTROYING MEDICAL RECORD FILES AT THE JENGGAWAH PUBLIC HEALTH CENTER

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ABSTRACT

Public Health Center has health services that prioritize promoted and preventive health efforts, both public and individual health effort to achieve the highest health status in their working area. In making these efforts, medical records are needed to document services. Medical records at non-hospital health service facilities are kept for at least two years from the date the patient was treated. Medical record files that are no longer valuable can be destroyed. But, some health facilities often do not carry out retention and destruction activities. The purpose of this research is to determine the factors that cause delays in the destruction of inactive medical record files at Jenggawah Public Health Center. The type of research used is qualitative with the 5M theory. It will be described through a fishbone with the research subject's two medical record officers, one person in charge of medical records, and the head of the Public Health Center. The data collecting method using questionnaires, interviews, observation, and documentation. The results showed that the man factors causing the delay in destroying medical records were a lack of knowledge about destruction, a high school education background, never following the destruction process. From the method factor, there are no standard operating procedures (SOP) to destroy medical records. Money factors, there is no budget yet to purchase paper shredder and destruction techniques. Machine factors, there is no paper shredder. Material factors do not cause the medical record to be destroyed. Suggestions that can be submitted are the creation and implementation of Medical Record Destruction SOP.

Keywords: destruction, health center, retention, medical records, storage