

**Analysis of Causative Factors for Unperformed Retention and Destruction of Inactive Medical Records in Outpatient Unit at the Grujugan Bondowoso Health Center**

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***ABSTRACT***

*The results of the preliminary survey, it was found that the outpatient unit had not performed the destruction of medical record since the community health centre was established. According to administrative data, the health centre was established on August 1, 1989, and the destruction was supposed to be performed 16 times in 32 years. This study was to identify problems using the five elements of management: man, money, method, material, and machine. The study was qualitative with the study subjects consist a medical records director, registration officer, and filing officer. Data was collected using observation, interviews, and documentation techniques. The results of the study found that the 'man' factors that caused the unperformed retention and destruction of inactive medical record were the lack of knowledge about the destruction, the educational background of two officers with high school diplomas and one nursing vocational high school diploma, and the officers who had never attended training related to the destruction. The causative 'method' factor was the absence of SOP (standard operative procedure) regarding the destruction of medical records. The 'money' factor included the lack of budget to destruct the medical record files. The 'machine' factor was the unavailability of medical record destruction equipment. The 'material' factor was the absence of a medical record file storage rack. It is suggested to use recommendations from several articles that are nationally accredited.*

*Keywords: Destruction, Community Health Center, 5M Factor*