

***Analysis of Medical Record Management with System Approach in Mitra Sehat
Situbondo Hospital***
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ABSTRACT

The management of medical record in Mitra Sehat Situbondo Hospital was not optimal. This statement was proven by the existence of incomplete medical record about 66,67% in June 2019 and documents that must be completed had been late return. Coding part shown that BPJS claims were returned about 131 files in first quarter of 2018. Meanwhile, filling room has not enough space to store medical record documents. The purpose of this research was to analyze the management of medical record used system approach. The research type was qualitative and the subjects were head of medical records, assembling, coding, and filling officer with Urgency Seriousness Growth method to priorites the problems. The results from input factor shown, there was lack of human resources, officer's educational background was not from medical record, and some officers have not received training. Facility aspect found, expedition book of inpatient and computer for reporting was not available, the temperature of filling room was high and there was lack of filling rack. Meanwhile, socialitation of Standard Operational Procedure was not optimal. The results form process factor found, in assembling process many documents, and the coding process found the diagnosis and medical treatment was not filled completely and the handwriting was illegible. The ploblem priority was facility of filling part was not optimal because the temperature of filling room was high and lack of filling rack. The suggestions are repairing Air Conditioner and recording filling room temperature charts routinely, and increasing management support in providing filling rack.

Key words : *medical record, management, system approach, hospital*