

***The Analysis of Causing Factors Of Missfile in RSUD Besuki  
Kabupaten Situbondo 2017. Atma Deharja, S.KM, M.Kes ( As chief  
counselor )***

**Agustin Apriliyanti**  
*Study Program of Medical Record  
Majoring Of Health*

**ABSTRACT**

*Based on the initial survey in RSUD Besuki Situbondo, there are some problems related with missfiling which is much as 31,11%. It has an impact on the low quality of medical records service. This research aims to analyze causing factors of missfiling using 7M methods (Man, Machine, Method, Material, Media, Motivation, and Money). The type of this research is qualitative research by using data collecting method of interview, observation, questionnaire, and FGD. Based on the research result, the cause of missfiling is the method factor which hasn't been optimized because there is no SOP (Standard Operational Procedure) related with filing system of medical records and machine factor where there is no tracer and also color code which hasn't help filing performance. Planning conducted in this research is the making of SOP in filing section and optimizing tracer and color code. After conducting planning, the improvement made based on planning conducting result in this research is the making of SOP and socialization related to the occurrence of missfiling in medical records unit so that it can run optimally which will bring good impact to the medical records service quality.*

**Keywords :** *Filing, Missfiling, Hospital, 7M, Medical Record*