

Penentuan Prioritas Masalah Penyebab Kejadian *Missfile* Berkas Rekam Medis di Rumah Sakit Umum Bhakti Husada Banyuwangi (*Determination of Priority Problems Causes of Medical Records Missfile at Bhakti Husada Banyuwangi General Hospital*). Pembimbing
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ABSTRACT

Medical record unit is one of the front gates in health services, it can be a measure of patient satisfaction in receiving services. Changing rooms for medical records units ranging from patient reception to presentation of health information. In the medical record work unit at the General Hospital of Bhakti Husada Banyuwangi, the incidence of missfile (loss) from 4 months on average lost as much as 7.77% of outpatient medical records and 15.40% using inpatient medical care. The impact of the misfile incident can hinder the process of taking medical documents so that there is a delay in the process of patient care, the content of the medical record is not sustainable (Angara, 2015). This study aims to determine the priority of the causes of the occurrence of missfile files in medical records at the General Hospital of Bhakti Husada Banyuwangi. This study used a qualitative method using 7M and collected data in this study through interviews, observations, questionnaires and NGT (Nominal Group Technique) discussions. The results of this study, get priority problems that cause medical records medical records that increase the competence of officers in the medical record work unit. Alternative internal training conducted by officers who have a medical record education qualification to help add insight into other officers about medical records.

Keyword: *7M, Missfile medical record file, NGT, Hospital*