

**Analisis Kejadian *Missfile* Berkas Rekam Medis Di Klinik Husada Mulia Lumajang Dengan Menggunakan Metode *Interrelationship Diagram***  
(*Analysis of Event Missfile Medical Record File at Mulia Lumajang Husada Clinic Using Interrelationship Diagram Method*)

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**ABSTRACT**

*The medical record file for the Mulia Lumajang Husada Clinic is a file that does not only contain patient identity records but also historical of patient visits from patients entering until patients return home. Errors in storing medical records can cause missfiles. The total percentage of occurrence of medical record files reached 17.3% in the 5 days visit period. The specific purpose of this study are the causes of the missile file of medical records based on 5M elements (human, money, method, machine, matherial), determining and analyzing the root causes of the BRM missfile. This research is a qualitative research with interrelationship diagram method. Research director's clinical subject, management head and RM officer. Data collection uses interview sheets, observation sheets, questionnaire sheets, brainstorming and discussion. The results of this study showed that the factors that caused the missfile of medical record files that came from the medical records officer education that is still not in accordance with the qualifications, not all medical record staff who received training, could increase the knowledge needed by medical record staff, needed information about training, In the case of incidental funds, the factor of the absence of a SOP for medical record storage and a system for returning medical records is only doing by one person, there is no tracker on the machine factor and the medical record storage rack is not fulfilled. The root of the problem in the event of a medical record file is that not all officers receive training and education for medical record officers not in accordance with the qualifications. Improvement efforts can be do to provide the training medical record officers and enter medical record officers to the PORMIKI organization and also recruit medical records officers from a minimum of D3 medical recorders to become medical record heads at Mulia Lumajang Husada Clinic.*

**Keywords:** *Interrelationship Diagram, Filing, Missfile*