

***Analysis of Factors Causing the Occurrence of Medical Record Misfiles at
Level III Baladhika Husada Jember Hospital
Maya Weka Santi, S.KM., M.Kes. (Supervisor I)***

Roudhotul Falah
*Study Program of Health Information Management
Majoring of Health*

ABSTRACT

The number of misfiles at Baladhika Husada Jember Hospital in 2022 of 2,85 %. The purpose of this research was to analyzed the factors that cause medical record misfiles at Baladhika Husada Jember Hospital based on Lawrence Green's behavioral theory which consists of predisposing, enabling, and reinforcing factors. The type of research used qualitative with data collection techniques, observation, interviews, documentation, literature studies, and brainstorming. The subjects of this research were the head of medical records, six filing officers, and three nurses in the Nusa Indah room. The results of the research based on the priority of the problem found that the main causes of the problem is the lack of discipline of the officers, the lack of knowledge of the officers, and the storage shelves are full. The alternative solutions to solving the problem are the head of medical records and the head of the room providing motivation in the form of rewards in the form of incentives and imposing punishment in the form of disciplinary action in the form of reducing incentives so that there is a deterrent effect for officers, the installation section provides training to filing officers and nurses about record keeping medical records, as well as issuing inactive medical records for retention and changing to electronic medical records.

Keywords : *Behavior, Hospital, Medical Record, Misfile,*