

***Efforts to Improve the Incidence of Medical Record Public in the Filing Room
With the PDCA Method at the Nogosari Jember Health Center***

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ABSTRACT

The incidence of medical public misfiles affects the quality of medical record services at the Nogosari Jember Health Center and occurs almost every day with the highest percentage of 16% and the lowest amount of 10%. The purpose of the study was to develop efforts to improve the incidence of medical record misfiles in the filing room using the Plan, Do, Check, Action method. This research was conducted at the Nogosari Jember Health Center from February 2023 - April 2023. This research was conducted qualitatively using data collection techniques, namely interviews, observation, documentation, and brainstorming. The subjects of this study consisted of 4 informants, namely 1 registration officer, 1 filing officer, 1 doctor, and 1 head of administration. The scoring results found that the problem's priority cause was the absence of a tracer in the medical record retrieval and return system. The results of this study are explained from the planning stage of making a medical record tracer with a size of 30x10 cm made from glossy art paper which is red with white nuances. In the do stage, the tracer that has been made is then socialized regarding its use and implemented for 3 months in February - May 2023 with a misfile control card. The check stage obtained the results before the implementation of the tracer the incidence of misfiles occurred every day with a percentage of 12%, while the results after the implementation of the tracer obtained a percentage of 4% and did not occur every day. Action stage, establishing SOPs regarding medical record management in the storage room. Suggestions from this study are that officers need to attend seminars, training, and work according to applicable operational standards. A budget is needed to support medical record control facilities, shelves are labeled with alignment numbers, and retention is carried out.

Key Word: *Medical Record, Misfile, PDCA, Tracer*