

***Analyzing The Causes of The Non Implementation Retention And Destruction
of Medical Record At The Gesang Public Health Center Lumajang***

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ABSTRACT

Retention reduces the amount of medical records on active filing shelves by shifting them to inactive filing. From 2017-2022, Gesang Public Health Center did not carry out retention and destruction activities which had an impact on the full medical record storage shelves. This study used Armstrong and Baron's performance theory to examine the cause of non-implementation of medical record retention and destruction at Gesang Public Health Center. This qualitative research used interviews, observation, documentation, USG, and brainstorming. The head of community health center, the person in charge of medical records, 3 filing officers, and 2 registration officers were the research subjects. Research focused on the patient's medical record. Secondary data were obtained from the number of medical records in the filing room. Data validity was achieved through source and technique triangulation. Data analysis used data reduction, data display, and conclusion. The research on personal factors found that officers were not associate medical record graduates, had insufficient knowledge, and had never been trained. Based on leadership factors, there were no direct assistance and reward from the leadership. Based on team factors, co-workers supported and collaborated. Based on system considerations, retention and destruction work facilities and SOPs were absent. The primary issue was there were no work facilities like inactive storage shelves, scanners, paper shredders, consideration lists, and minutes. The improvement efforts were procuring work facilities, making and socializing SOPs for retention and destruction, and conducting training.

Keywords : *Destruction, Medical Record, Public Health Center, Retention.*