*Analysis of Factors Causing the Occurrence of Outpatient Medical Record Missfiles in the Storage Room (Filling) of the Mangli Health Center, Jember*

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## ABSTRACT

*The Mangli Health Center has 26,079 medical records, with 326 misfiles. The highest number of missfile incidents was in July 2022, with 141 incidents (17.7%). Missfile is an error in the placement of medical records when storing them again. Missfiled medical records can hamper service time and have an impact on the ineffectiveness of medical care services. The purpose of this study is to analyze the causes of medical record misfiles in the filling room at the Mangli Health Center in Jember. Based on behavioral theory, which consists of predisposing, enabling, and reinforcing factors, The type of research used is qualitative, with data collection techniques using interviews, observation, documentation, questionnaires, and brainstorming. The subjects in this study were the head of the puskesmas, two medical record officers, and one medical record unit coordinator. The results of this study reveal the predisposing factors that cause missfiles, namely the education of officers who do not graduate from medical records and the knowledge of officers who do not know about medical record storage. The enabling factors that cause missfiles are the unavailability of tracers. The reinforcing factors that cause missfiles are the behavior of superiors who do not provide direction regarding medical record management activities, no reward or punishment, and no training. The Mangli Health Center is expected to be able to provide a tracer to facilitate tracking of medical recordsrevise or complement existing SOPs with , SOPs for borrowing and returning medical records, involve officers in training on medical record management and leaders in implementing medical record management activities, and provide rewards or punishments as a form of staff motivation in carrying out work.*

**Kata Kunci:** *missfile*, *medical records, health centers*