

***Analysis Of Factors Causing The Discrepancy in Implementation Schedule Retention and Destruction of Outpatient Medical Records at Kaliwates General Hospital, Jember Regency***

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**ABSTRACT**

*Preliminary studies that have been conducted at Kaliwates Jember General Hospital found a buildup of outpatient medical records on active storage shelves due to an increase in patient visits each year. This is because there is a mismatch in the schedule for the implementation of retention and destruction of outpatient medical records. This study aims to analyze the factors that cause discrepancies in the implementation schedule of retention and destruction of outpatient medical records at Kaliwates Jember General Hospital. This research is a qualitative research using data analysis based on performance theory; Personal Factors, Leadership Factors, Team Factors, System Factors, and Situational Factors as well as using the USG method with research subjects 4 filling officers and the head of medical records. The results showed that the non-conformity of the outpatient medical record retention implementation schedule was caused by the lack of socialization of the retention SOP, the absence of evaluations related to retention activities, and the absence of training for filling officers. The mismatch in the schedule for the implementation of outpatient medical record destruction is caused by the lack of understanding of filling officers regarding medical record destruction procedures, the absence of evaluations related to medical record destruction, and officer education that is not in accordance with qualification standards. It is recommended that there be re-socialization of the SOP for retention and destruction, conduct regular evaluations of retention and destruction activities, it is hoped that the hospital can facilitate officers to attend training and carry out budget planning for the implementation of destruction to make it easier for medical recorders to carry out destruction.*

*Keywords: Destruction, Hospital, Medical Records, Retention.*