

***Analysis of Factors Causing Medical Record Misfile in UPT Jenggot Public***

***Health Center of Pekalongan***

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**ABSTRACT**

*Jenggot Public Health Center is one of the first-level non-inpatient health services in the South Pekalongan region. Problems occurred at the Jenggot Public Health Center when a preliminary study found that 32% of medical records had misfiles in 3 storage shelves and 1 roll o'pack. Impact of misfiles is that patient registration services tend to take longer and also hinder the services provided to patients. This study aimed to analyze the factors causing misfiles in outpatient medical records at the UPT Puskesmas Jenggot Pekalongan. The type of research used is qualitative with data collection techniques using interviews, observation, and documentation and using the USG (Urgency, Seriousness, Growth) method in determining problem priorities and using brainstorming in formulating improvement efforts. The research results obtained by researchers related to the factors that cause misfiles of medical records, namely the ability of officers to store medical records is still lacking, officers do not immediately return medical records to the storage shelf, there are no SOP regarding returning medical records, lack of computers in the medical records section, no expedition book for returning and storing medical records, and every officer doing double work at the Jenggot Public Health Center. The solution to this problem is through a brainstorming process, namely submitting computer applications and submitting computer spare parts, especially in the registration section, designing SOPs for returning medical records, and submitting procurement of expedition books.*

***Keywords:*** *Brainstorming, Medical Record, Misfile, USG*