

Analysis of Factors Causing Insecurity and Non-Confidentiality of Medical Records in the Filing Room at Jember Clinic Plantation Hospital, dr. Novita Nuraini, M.A.R.S (Supervisor)

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ABSTRACT

Jember Klinik Plantation Hospital had problems such as inpatient medical records piled up on the filing room floor, the average percentage of damage of folders in one sub-shelf was 16.86%, the average percentage of outpatient medical record were not found every first week of January-March 2023 was 0.29%, and health workers who were not medical recorders entered the filing room. This research to analyze the causing factors of insecurity and non-confidentiality of medical records in the filing room at Jember Klinik Plantation Hospital based on predisposing, enabling and reinforcing factors and used in-depth interviews, observation, documentation, CARL, and brainstorming. The results of the research were the predisposing factors consist of filing officers who already know about security, confidentiality, and filing room, but not comprehensive. Besides, the attitude of the filing officer had not restricted access to eat and drink in the filing room and the filing officer's last formal education was not related to medical record. Enabling factors consist of facility problems (thermohygrometer, APAR, AC, fire or smoke detectors, and filing room door) and infrastructure problems (filing room temperature and humidity temperature measurements). Reinforcing factor was the inadequate availability and condition of facilities. The priority of the problem were the attitude of the filing officer, infrastructure problems, and the filing officer's last formal education. The conclusion is knowledge, attitudes, education, facilities, infrastructure, and extrinsic motivation are factors that caused insecurity and non-confidentiality of medical records. The head of medical record should restrict access to eat and drink in the filing room, arranging the room, repairing the AC, buying thermohygrometer, and involving the filing officers in training.

Keywords: *Insecurity, Non-Confidentiality, Filing Room*