

***Analysis of Factors Causing Missfile Outpatient Medical Record at Banyupih
Health Center Situbondo Regency***

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ABSTRACT

Missfile is a result of inappropriate storage system management, errors in placing medical records, errors in storing medical records, or not finding medical records on the storage rack. Based on preliminary studies at the Banyuputih Health Center, Situbondo Regency, it was found that the percentage of missfiles was 13% with a total of 45 missfiles, which had an impact on inhibiting officer time in finding medical records. The purpose of this study was to analyze the factors causing outpatient medical record missfiles at the Banyuputih Health Center, Situbondo Regency using the theory of management elements of man, money, material, machine and method (5M). This type of research is qualitative with data collection through semi-structured interviews, observation, documentation and urgency, seriousness and growth (USG). The research subjects were the person in charge of medical records, and 5 registration officers. The results of the analysis found that missfiles occurred due to man factors, namely the lack of knowledge of officers regarding the medical record storage system, educational qualifications that do not meet the minimum standards of D3 medical records, officers have never attended training or seminars regarding the implementation of medical record activities, especially in storage. Money is that there is no special budget for medical records, especially in storage and there is no budget related to officer training. Material is the limited supply of medical record folders. Machine is not the optimal use of tracers. Method there is no problem with the SOP. The priority problems obtained are that there is no specific budget for medical records, especially in storage and no budget related to officer training. The improvement efforts that can be made are Puskesmas making a special budget in the medical records section and training officers to improve facilities and infrastructure, especially in the storage section.

Keywords: *Health Center, Medical Record, Missfile, Storage.*