

**Analysis of Factors That Caused Medical Record Damage in the Filing Room of
Bhayangkara Hospital Bondowoso**

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ABSTRACT

There was damage to the medical records in the filing room of Bhayangkara Bondowoso Hospital. The damage to medical records in the filing room of Bhayangkara Hospital Bondowoso included 100 medical records, of which 94 were torn and 6 were moldy. The aim of this research was to analyze the factors causing damage to medical records in the filing room of Bhayangkara Hospital Bondowoso. The type of research used was qualitative, with data collection techniques including interviews, observations, and documentation. The prioritization of problems used the Urgency, Seriousness, and Growth (USG) method, and improvement efforts involved discussions. The research subjects were five filing staff members and one head of medical records. The research subjects were five filing staff members and one head of medical records. The results of this study find that the causes of damage to medical records include staff not understanding the steps required for maintaining medical records, lack of training, some staff not being graduates of medical records programs, insufficient resources, lack of guidance and evaluation, absence of job descriptions, incomplete implementation of SOPs, and no SOPs posted in the workspace. The USG results identify three priority issues: the lack of evaluation by the head of medical records to address maintenance problems, the inadequacy of the filing room due to poor lighting in some areas and humidity in certain spots, and the absence of job descriptions for medical record maintenance. Through discussions, improvement efforts include conducting monthly evaluations to identify and solve existing problems, periodic checks of the filing room condition by filing staff and the head of medical records, regular temperature checks to ensure adequate lighting, and creating job descriptions aligned with the number of staff.

Keywords: *Damage to Medical Records, Performance, Filing Room*