

***Analysis of Factors Causing Damage to Medical Records in the Filling Room of the Tenggara Health Center Bondowoso***

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**ABSTRACT**

*Medical records are files containing records and documents about patient identity, examinations, treatments, actions and other services provided to patients. Based on a preliminary study conducted by researchers in February 2024 in the filling room of the Tenggara Health Center, 119 or 80% of medical records from 150 samples were damaged. The purpose of this study was to analyze the factors causing damage to medical records in the filling room of the Tenggara Health Center, Bondowoso using the theory of 7 elements of management (manpower, machine, methods, materials, media, motivation, and money), problem priorities using Urgency, Seriousness, Growth (USG), and determining problem solving using discussion. This type of research is descriptive qualitative with data collection using observation, interviews, and documentation. The subjects of this study consisted of 2 medical record officers, the head of the health center, the facility and infrastructure officer, and the finance officer. The results of the study based on the priority of problems with the USG method obtained the causes of damage to medical records, namely the implementation of retention not in accordance with applicable regulations, temperature, humidity, and lighting not in accordance with standards, and no SOP for the management and maintenance of medical records. Through discussions, efforts to improve the problem were obtained, namely by recommending the implementation of retention in accordance with applicable regulations, installing AC to maintain temperature and humidity stability, replacing lamps with higher watts that have light intensity according to standards, namely a minimum of 100 lux, and recommending the creation of SOPs for the management and maintenance of medical records.*

***Keywords:*** *Damage, medical records, health centers*