

Analysis of Factors Causing Misfiling of Medical Records at Puger Health Center, Jember

Indah Muflihatin S.Si.T., M.Kes

Dyajeng Tsamara Rahastyo Putri
Health Information Management Study Program
Department of Health

ABSTRACT

Misfile is a misplacement of medical records, incorrect storage of medical records, or not finding medical records in place. The results of the preliminary study found the incidence of missing or misfile medical records at the Puger Health Center with a percentage of 3.18%. Some of the factors that cause medical record misfiles at Puger Health Center include medical record officers who are not graduates of at least D-III Medical Records and Health Information, officers have never attended training. Other factors such as the absence of tracers to control medical records that are being borrowed, the absence of SOPs for returning medical records, there are still medical records that do not use folders. This study aims to analyze the factors causing the occurrence of medical record misfiles at Puger Health Center with 7 elements of management, namely Man, Money, Method, Machine, Material, Media and Motivation. This type of research is qualitative with data collection techniques including interviews, documentation and observation. The results of identifying the causes of the problem include officer education that is not up to standard, officers have not attended training, lack of knowledge, no SOP for returning medical records, tracers are not used optimally, and have not implemented rewards and punishments. Researchers propose suggestions in the form of including officers in training, implementing more optimal use of tracers, making SOPs for returning medical records and implementing rewards and punishments for officers.

Keywords : *Misfile, Medical Records, Officer*