

**Faktor-Faktor Penyebab Terjadinya Misfile Berkas Rekam Medis
di Bagian Filing Puskesmas Arjasa Jember Tahun 2023** (*Factors Causing
Medical Record Misfiles in the Filing Section at Puskesmas Arjasa Jember in
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ABSTRACT

Cases of misplacement and loss of medical record files (misfile) occur when files cannot be found in the storage unit when needed by the service unit. Based on a preliminary study at Puskesmas Arjasa Jember, misfile cases were identified, where out of 350 samples examined, 33 medical record documents were not in their designated locations, resulting in a misfile percentage of 9.4%. This study aims to analyze the factors contributing to misfile incidents in the outpatient services at Puskesmas Arjasa Jember. The research employs a qualitative method, with data collected through observation, interviews, questionnaires, and group discussions (brainstorming). The USG method was used to determine the priority issues related to misfiling, while recommendations for solutions were developed through brainstorming. The findings reveal that the primary factors contributing to misfile cases include insufficient training and limited understanding of medical record management systems among staff. Additionally, budget constraints have led to suboptimal storage facilities and medical record equipment, further contributing to misfile incidents. Other factors include limited understanding of document borrowing SOPs, inadequate document protection, and the lack of proper use of expedition books and tracers. An unsupportive work environment and the absence of a reward and punishment system also reduce staff motivation in preventing misfile incidents. Based on the USG (Urgency, Seriousness, Growth) method analysis, the primary priority in addressing misfile issues is the inadequate utilization of expedition books and tracers, which received the highest score of 29. This factor contributes significantly to the increasing occurrence of misfile cases in the filing section of Puskesmas Arjasa Jember.

Key word: *Misfile, Medical Records, USG*