

Analysis of Factors Causing Insecurity and Non-Confidentiality of Medical Records in Hospital Filing Rooms

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ABSTRACT

Filing officers have the responsibility to maintain the security and confidentiality of medical records in hospital filing rooms. Preliminary studies revealed several problems, including disorganized document placement, 22% folder damage, 1.38% monthly missfile cases, and unrestricted access by non-medical record staff to the storage area. This study aims to analyze the factors that cause insecurity and lack of confidentiality in medical records. The research uses a qualitative method. The subjects consist of seven informants, including two medical record coordinators, three filing officers, and two nurses. Data collection techniques include in-depth interviews, observation, documentation, group discussions (USG), and brainstorming. The findings showed that the causes of insecurity and lack of confidentiality in medical records were classified into three factors. Predisposing factors included incomplete understanding among officers, lack of restrictions on eating and drinking, non-medical record educational backgrounds, and no prior training. Enabling factors consisted of the filing room not being separated from other units, lack of light-measuring tools and surveillance cameras, and low lighting intensity (22–39 lux). Reinforcing factors included the suboptimal dissemination of standard operating procedures (SOPs) and low work motivation due to the absence of financial rewards, interpersonal appreciation, promotion opportunities, and the lack of a punishment system or firm sanctions for procedural violations. The three main causes identified were low work motivation, non-medical educational background, and lack of training. Proposed solutions include developing a performance appraisal system based on rewards and punishments, providing scholarships or learning opportunities, and offering online training to improve the competence of filing officers.

Keywords: *Insecurity, Non-Confidentiality, Filing Room*