Analysis of Factors Causing the Occurrence of Medical Record Missfiles at Gondanglegi Islamic Hospital
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ABSTRACT

Medical record missfiles were medical records that could not be found on the storage shelves due to misplacement or loss. A preliminary study found 342 misplaced medical records, representing 8.1% of the total 4,210 medical records. This study aimed to analyze the factors caused medical record missfiles at Gondanglegi Islamic Hospital using the 5M framework, with efforts to address the issues carried out trought brainstorming. This research was qualitative in nature, with data collected through interviews, observations, and documentation. The study subjects consisted of one head of the medical records unit, four filing staff, four inpatient nurses, and three outpatient nurses.The research findings showed that in the 'man' element, staff education levels did not meet the qualification standards, staff had never attended training, and staff had insufficient understanding of record control and the timeline for returning medical records. In the 'money' element, the budget had not been fully realized. In the 'method' element, there was no existing SOP for medical record control, there is inconsistency between the SOP and applicable regulations, and SOP socialization had not been conducted evenly. In the 'materials' element, the storage rack capacity was insufficient to accommodate all medical records, resulting in records piling up on the floor and causing the records room to become cramped. In the 'machines' element, the available expedition book is no longer used. Corrective measures that can be implemented include involving staff in medical record training, assigning qualified staff to share information with other staff, preparing a budget that prioritizes essential needs as urgent and mandatory to implement, creating an SOP for medical record control, evaluating the SOP, conducting regular SOP socialization, implementing digitization by converting medical records not yet integrated into the EMR, reorganizing the medical records room, and reusing the available medical records expedition book.