

***Analysis of Factors Causing Damage to Medical Records at Restu Ibu Ambulu
Primary Inpatient Clinic***

Maya Weka Santi, S.KM, M.Kes (*Supervisor*)

Nafiatul Ulfa

Health Information Management Study Program

Department of Health

ABSTRACT

Medical record might be protected from loss damaged and unauthorized access. At Restu Ibu Primary Inpatient Clinic there was damage to medical records on each shelf, with a total 27% of all medical records were affected. This study aimed to analyze the factors causing the damaged of medical records at Restu Ibu Primary Inpatient Clinic using the 7M management elements. The type of research used was qualitative with the subjects of research consisted of one person in charged of the clinic, two medical records officers and a finance officer. The results of the analysis showed that the cause of damage in the human error factor was the lack of training in medical record maintenanced. In addition, the other cause from machines factors were inadequated filling shelves and filling rooms that were too narrow and poorly ventilated. Also there was no SOP (Standard Operating Procedure) for medical record maintenance. In method factor there were folders used for medical records were inadequate and easily torn. From the media factor seemed that the filling room had high temperature and humidity, it was dusty and many medical records were broken because of mold. Then, the last factor was motivation, there was no motivation and strict sanctions for medical record officer who neglected the maintenance responsibilities. The improvement such as socialization and training on medical record maintenance, gradual retention of inactive medical records, improving air ventilator and adding fans or air conditioners, developing SOPs dan for medical record maintenance are needed. In addition, replacing folders with more durable materials, scheduling regular cleaning and maintenance the humidity levels for the filling room and enforcing sanctions for staff neglience are needed in this case for better improvement at Restu Ibu Primary Inpatient Clinic.

Keywords: *Damages, Medical Records, 7M Management Elements, Discuss*