

**Analisis Prioritas Penyebab Terjadinya *Missfile* Rawat Jalan
Di Puskesmas Nangkaan Bondowoso (*Priority Analysis Causes of Outpatient
Missfiles At the Nangkaan Bondowoso Community Health Center*)**

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ABSTRACT

Cases of misplacement and loss of medical record files (missfiles) occur when medical record files are not found in the storage unit when the medical record files are going to be used by the service unit. The results of a preliminary study at the Nangkaan Bondowoso Public Health Center found that there were incidents of medical record file missfiles with one misplaced case and 27 missing file cases. The purpose of this study was to analyze the priority factors causing the occurrence of outpatient missfiles at the Nangkaan Bondowoso Public Health Center. This type of research is qualitative, using observation data collection techniques, interviews, questionnaires and brainstorming. Determining priority problems with the occurrence of missfiles using the USG and solving problems method by recommending solutions related to the occurrence of missfiles using the Brainstorming technique. The results showed that the priority of missfiles were the education and training for officers, no budget for providing tracers and training of officers, no standard operating procedures regarding the return of medical record files, the use of folders on only part of medical record files, as well as expedition and tracer books. The priority causes of problems found using the USG method were the unavailability of standard operating procedures for returning medical record documents with a score of 31. So, the researchers propose suggestions from the priority causes of the problem is to make standard operating procedures related to returning medical record documents.

Keyword: *Missfile, Medical Record, USG.*