

*Analysis of the Causes of Damage to Medical Record Documents Based on the
6M Management Factor Approach in the Hospital: Literature Review*
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ABSTRACT

A Medical record is a file containing records and documents regarding patient identity, examination, treatment, actions and, other services that have been provided to patients. Medical records in the filing section must be protected from theft, physical, chemical and, biological damage. However, the damage was still found at the Airlangga University Hospital Surabaya in 2015-2020, amounting to 104 the number of folders that were torn and 30 the number of faded folders. Next, Setia Mitra Hospital on March 13-15 2019 the number of damaged medical record documents was 56 documents. Furthermore, at Hospital X, out of 149 outpatient files, there were 12 or equivalent to 8% of medical record documents that were damaged. This study aims to analyze the factors that cause damage to medical record documents in hospitals. This research is a literature review with the Google Scholar database and Garuda Portal. The man factor are still officers with a low level of education, namely high school graduates. This has an impact on filing officers to be not disciplined in maintaining medical record documents, and the absence of implementation of training related to management and storage management in the filing section. The machine factor is that there is no medical record rack available in accordance with the number of medical record documents. The method factor is that there is no SOP for maintaining medical records. The material factor is the raw material for the map using thin paper. The media factor, namely the storage space, has not been avoided from the dangers of water, fire, and biological damage. Next to the money factor, there is already a budget.

Keywords: *Hospitals, damage, medical record document*