

Analysis of the Causes of Missfiles in Medical Record Storage Units

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Abstract

Missfile is a problem in the process of organizing medical records in the storage system, which means that there is an error in the location of the medical record file in the storage unit which causes the medical record file to not be found in the storage unit. The purpose of this study was to determine the occurrence of missfile medical record files in Sumedang Hospital based on one-year quarterly data. The type of research used is descriptive with a quantitative approach. Missfile can hamper the process of health care for patients. The causes of missfiles are files that are still in the inpatient or examination room, files that have been retained, and human error or lack of concentration by officers. Data collection techniques in this study were interviews, observation, and literature study. Based on quarterly data in December 2020, January 2021, February 2021, it was found that there was a missfile of medical record files with 26 S/S status files and 33 T/S status files. The percentage of missfile events in quarterly data is 4.1% with a total of 59 missfiles of medical record files from the total search for medical record files of 1448.

Keywords: Missfile, Storage Unit, Medical Records

1. Preliminary

Rina Gunarti in the 2019 medical record management book, defines a medical record as a document for every health service agency in the form of records, patient identities, examinations, treatment, actions and other services that have been provided to patients. The Regulation of the Minister of Health defines a medical record as a file containing records and documents including patient identity, examination results, treatment that has been given and other actions and services that have been provided to patients (269/MENKES/PER/III/2008). When medical records are returned to the medical record unit, they must be sorted according to the medical record number to make it easier for the storage officer to find the medical record file. Storage of medical record files is a series of activities to sort, select and sort the patient's medical record file where the file has been used by the patient or other interests to then be stored on the storage rack. Good procedures for storing medical record documents, namely medical record documents that have finished processing are stored on storage racks, sorting is carried out to prevent misplacements (missfiles), storage accuracy with stored tracer directions, tracers are issued after the medical record documents return, storage accuracy begins from the color group on each shelf and the number sequence position (Dirjen Yanmed 2006).

Based on the results of research at the Sumedang Regional General Hospital in 2021, it was found that there was an error in storing the medical record file (missfile) and even the medical record file had not been found. So the policy given by the hospital is that if the patient's medical record file that will be used for examination, treatment and action services for the patient is not found for approximately 15 minutes, it is necessary to update it first so that it is

not hampered by the provision of these services to patients. In this case, the researcher analyzed the storage system used in the medical record storage unit and the factors that caused the missfile of the medical record file. For this reason, the author intends to carry out research with the title "Analysis of the Causes of Missfiles in the Medical Record Storage Unit of the Sumedang Regional General Hospital".

2. Method

This type of research uses descriptive research methods with a quantitative approach. According to Sugiyono, descriptive research method with a quantitative approach is data analysis by describing or describing the data that has been collected as it is without intending to make conclusions that apply to the public. (Sugiyono, 2015). Descriptive research method is a research method carried out with the main aim of making an objective picture of a situation. (Notoatmodjo, 2010). The sample used by the researcher is in the form of quarterly medical record file search data from the population of medical record file search data on the Medical Record Center application for one year at the Sumedang Regional General Hospital.

3. Results and Discussion

Percentage of Medical Record Missfile Incidents at Sumedang Regional General Hospital

From the primary data that the researcher got from the research results at the Sumedang Regional General Hospital, it can be concluded that the medical record files that have not been found or declared missfile are data already/already and dated/saved. With the acquisition of data in table 1.1 and table 1.2 as follows:

No	Bulan	Sudah/Sudah	Tanggal/Simpan	Total
1	Desember	16	11	27
2	Januari	7	13	20
3	Februari	3	9	12
Total		26	33	59

Sumber : Data Primer dari RSUD Sumedang

Table 1.1 Medical record files that are declared missfile with the status of Already/Already for three months are 26 medical record files. Missfile with the status of Date/Save for three months as many as 33 medical record files. The total missfile for the three months was 59 medical record files.

No	Bulan	BRM	Missfile	Persentase
1	Desember	547	27	4,9%
2	Januari	421	20	4,7%
3	Februari	480	12	2,5%
Total		1448	59	4,1%

Sumber : Data Primer dari RSUD Sumedang

Table 1.2 The percentage of missfile events in December was 4.9% of the total 547 medical record files with a total of 27 missfiles of medical record files. In January the percentage of missfiles was 4.7% from 421 files with a total of 20 medical record files. The percentage in February was 2.5% of 480 files with a missfile of 12 medical record files. The total medical record files studied were 1448 medical record files, 1389 medical record files could be recovered and 59 files were declared missfiled with a percentage of 4.1%. How to Overcome the Incident of Missfile Medical Records at the Sumedang Regional General Hospital Based on the results of research at the Sumedang Regional General Hospital, there are several ways to find out the existence of medical record files as well as ways to overcome the occurrence of missfiles as shown in [table 1.3](#) below:

No	Cara Mengatasi Missfile	Ya	Tidak
1	Aplikasi MRC	√	
2	Tracer	√	
3	Kode warna	√	

Source: Interview with storage unit administration officer

The way to find out if a missfile occurs is to check on the medical record file storage rack and see if there is a tracer on the storage rack. If the medical record file is not found on the storage rack, the storage administration officer will check the existence of the medical record file on the Medical Record Center application. In addition, the way to find out the occurrence of missfiles is to check on the medical record file storage rack. If there is no tracer on the medical record shelf, then the medical record file may have been stored incorrectly. The storage officer also assigns a color code to the medical record file starting from 0 to 9 to avoid missfiles.

4. Conclusion

Based on the discussion of the research results at the Sumedang Regional General Hospital from the results of interviews with the storage unit

administration officer, the conclusions obtained are as follows:

1. The management of medical records at the Sumedang Regional General Hospital is in accordance with the Standard Operating Procedures.

2. The Sumedang Regional General Hospital uses a centralized storage system with an alignment system using the Terminal Digit Filing System, using Roll'o pack racks starting from 00-99.

It was found that there was a medical record file missfile in the storage unit of the Sumedang Regional General Hospital; The causes of the medical record file missfile are caused by: The medical record file has not been returned to the medical record room from the examination room/inpatient room, patients who return for treatment when the medical record file has been retained, human error or an officer's error in storage when saving it back medical record file.

3. The percentage of missfiles of medical record files from quarterly data (January, February and March) total missfiles in one-year quarterly data are 59 medical record files with a percentage of 4.1%.

4. How to overcome the occurrence of missfiles by using the Medical Record Center (MRC) application, tracer and color code on the file.

5. Daftar Pustaka

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