

ABSTRACT

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Title : 5M Factor Analysis in Document Retention Management
Medical Records at Janti Health Center in Malang City*

Medical record retention is the activity of moving active to inactive medical record documents. Retention at the Janti Health Center in Malang City is carried out at the same time so that medical record documents become piled up and difficult to find and can result in misfiles that have an impact on services. The purpose of this study was to analyze the factors that affect the retention of medical record documents at the Janti Health Center in Malang City. The type of research used is descriptive qualitative. The subject of this study was the medical record officer of the Janti Health Center in Malang City. The research methods used are interviews and observations. The results of this study revealed that the factors that affect retention are based on the element of man, namely lack of energy. Based on the element of money, that is, a budget has not been made for retention activities. Based on the material element, namely the unavailability of inactive storage space and inactive shelves then active shelves and inactive documents are also in the same room. Based on the machine element, which has not used a computerized system and still uses manual methods. Based on the element of the method, the Standard Operating Procedure (SPO) only contains general about retention without explaining retention thoroughly. The suggestion from this study is that the Janti Health Center in Malang City needs to increase the human resources of medical record officers, hold training or seminars, increase budget planning, increase storage space and shelves of inactive medical record documents, implement electronic retention or retention information systems, and improve SPO (Standard Operating Procedures) about retention.

Keyword : Retention, Medical Records, Misfiles, 5M Analysis (Man, Money, Materials, Machine, Method)