RISK MANAGEMENT ANALYSIS IN THE MEDICAL RECORD WORK UNIT AT NGANJUK REGIONAL GENERAL HOSPITAL

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# ABSTRACT

**Background:** Risk management in medical records is a process of identifying, analyzing, evaluating, and mitigating risks related to the management of patients' medical information. Poorly managed risks can hinder the smooth delivery of health services. **Objective:** To analyze risk management in the medical record unit at Nganjuk District Hospital. **Methods:** This study employed a descriptive qualitative design using the *Failure Mode and Effect Analysis* (FMEA) method. Data were collected through interviews with two officers, namely the filling officer and the registration officer. The objects of the study werethe filling room and the registration room. **Results:** The findings showed that in the filling room there was a score of 392 due to the absence of a smoke detector, 210 due to dust accumulation on medical record documents, and 252 related to potential patient data leakage. In the registration room, there was a score of 336 due to the lack of health protocol implementation, and 245 each for errors in patient data entry and duplication of medical record numbers. The assessment of both rooms fell into the *Risk Priority Number* "Very High" category, which indicates severe risk of failure requiring serious action. **Conclusion:** Strategic actions are needed, including the provision of smoke detectors, routine general cleaning, thorough verification of patient data, and increased awareness of health protocols. These efforts are essential to improve safety, accuracy, and the quality of medical record management in hospitals.

**Keywords:** medical record, risk management, risk priority number.