OVERVIEW OF FACTORS CAUSING THE ACCUMULATION OF MEDICAL RECORD FILES IN THE FILING ROOM OF MUHAMMADIYAH UNIVERSITY MALANG GENERAL HOSPITAL

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ABSTRACT

Background : Medical records are important documents containing patient identification, examination results, treatment, procedures, and other services provided by healthcare professionals. Accumulating medical records that are not properly managed can reduce the quality of care, hinder accessibility, and risk damaging the physical documents. **Objectives :** To find out the description of the factors causing the accumulation of medical record files in the filing room of the Muhammadiyah University of Malang General Hospital using the 5M management element approach, namely man, material, method, machine, and money. **Method :** This descriptive study used interviews with two informants: the person in charge of the filing room and the filing room officer. Data were analyzed through stages of reduction, presentation, and drawing conclusions. **Results :** The results show that human factors are influenced by limited workforce, high workloads, and minimal technical training. Material factors include limited storage shelves, easily damaged folders, and cramped rooms. Method factors are characterized by the inconsistent implementation of Standard Operating Procedures (SOPs). Machine factors are evident in the fragile condition of wooden shelves, inadequate filing space, and minimal use of digital technology. Meanwhile, money is the main obstacle, as budget constraints make it difficult to procure additional facilities and infrastructure. **Conclusion :** The accumulation of medical records is influenced by these five factors, with limitations on human resources, infrastructure, and budget predominating. This study recommends increasing and training human resources, providing adequate storage space, enforcing SOP implementation, modernizing the filing system towards electronic medical records, and implementing a file retention and destruction system.

Keywords : Medical records, file stacking, filing, 5M management