

## ABSTRAK

**Latar Belakang :** RSUD Sleman mendapat akreditasi Paripurna pada SNARS ED 1. Pada Standar MIRM 9 menyatakan bahwa rekam medis harus tersedia selama asuhan pasien rawat inap, rawat jalan, dan setiap saat dibutuhkan. Hasil pengamatan saat Kerja Pengabdian tercatat sebanyak 20,28% berkas tidak berada di rak penyimpanan saat dibutuhkan. Dan saat studi pendahuluan pada bulan Januari 2020 permasalahan ini masih relevan di RSUD Sleman.

**Tujuan :** Menganalisis faktor penyebab berkas rekam medis tidak berada di rak penyimpanan RSUD Sleman.

**Metode :** Metode yang digunakan adalah penelitian deskriptif dengan pendekatan kualitatif dan rancangan penelitian studi kasus. Subjek penelitian lima orang petugas Rekam Medis. Objek penelitian pengelolaan BRM, jumlah kejadian BRM tidak berada di rak penyimpanan, dan upaya penanganannya. Teknik pengambilan data dengan wawancara, studi dokumentasi, dan observasi.

**Hasil :** Faktor penyebab BRM tidak berada di rak penyimpanan yaitu: *Man*, latar belakang pendidikan dan pelatihan, jumlah petugas, dan tingkat ketelitian; *Methods*, tidak ada SOP terkait pengembalian BRM dari Pengolahan Data. Upaya yang dilakukan petugas dalam penanganan ketika BRM tidak ditemukan di rak yaitu: *Man*, usaha penyelesaian penumpukan BRM; *Methods*, penggabungan BRM dan pencatatan BRM yang tidak berada di rak penyimpanan; *Materials*, penggunaan kode warna dan *tracer*; *Machines*, penggunaan RME di poliklinik dan pengendalian BRM dengan SIMRS.

**Kesimpulan :** Pengelolaan BRM tidak sesuai dengan kebijakan yang berlaku di RSUD Sleman. Terdapat banyak upaya yang dilakukan dalam penanganan BRM tidak berada di rak penyimpanan tetapi upaya tersebut belum menyelesaikan faktor penyebab masalah tersebut secara tepat.

**Kata Kunci :** Berkas Tidak Ditemukan, Aspek 5M, Rekam Medis.

**Background :** Sleman Regional General Hospital has plenary accreditation at SNARS ED 1. The MIRM Standard 9 states that medical records must be available for inpatient care, outpatient care, and when needed. The observations during the dedication work on 12-16 August 2019 recorded 20,28% of files that were not the storage rack when needed. And with a preliminary study in January 2020, the problem is still relevant at Sleman Regional General Hospital.

**Objective :** To analyze the causes of medical record files not in the storage rack of Sleman Regional General Hospital.

**Methods :** The method used is descriptive research with a qualitative approach and case study research design. The research subjects were five Medical Record officers. The object of research are the number of incidents medical record that are not the storage rack, and their handling efforts. Data collection techniques with interviews, study documentation, and observation.

**Results :** The factors causing medical record not to be on the storage rack were: Man, education background and training, number of officers, and level of accuracy; Methods, there is no SPO regarding the return of medical record form data processing. The effort made by the officers in handling when medical record was not found on the rack were: Man, the effort to resolve the cumulation of medical record; Method, merging medical record and recording medical record that are not in the storage rack; Materials, use of color codes and tracers; Machines, use of Electronic Medical Record in polyclinic and medical record control with SIMRS.

**Conclusion :** Medical Record Management is not in accordance with policies that apply in Sleman Regional General Hospital. There have been many efforts made in handling medical record on the storage rack but these efforts have not yet resolved the factors causing the problem appropriately.

**Keywords :** File Not Found, Aspects of 5M, Medical Records.