

FAKTOR PENYEBAB TATA KELOLA DI RUANG *FILING* TIDAK SESUAI STANDAR PROSEDUR OPERASIONAL (SPO) DI RSU QUEEN LATIFA YOGYAKARTA

Tiara Intan Asmara¹, Endang Purwanti²

INTISARI

Latar Belakang : Ruang *Filing* adalah ruang penyimpanan yang bertanggung jawab terhadap penyimpanan, tata kelola, retensi dan pemusnahan dokumen rekam medis. Kegiatan pelaksanaan tata kelola pada ruang *filing* terhadap standar prosedur operasional (SPO) di RSU Queen Latifa Yogyakarta masih ditemukan mengalami prosedur kerja pada tata kelola yang belum sesuai dengan aturan SPO yang telah ditetapkan hal ini menyebabkan eektivitas kerja dan pelayanan menjadi terganggu. Penelitian ini bertujuan untuk menganalisis dan mengetahui faktor penyebab tata kelola di ruang *filing* tidak sesuai standar prosedur operasional di RSU Queen Latifa Yogyakarta, menggunakan unsur 5m manajemen yakni *man, money, material, method* dan *machine* dengan metode *fishbone*.

Tujuan: Menganalisis dan mengetahui prosedur kerja tata kelola pada ruang *filing* Mengetahui faktor penyebab tata kelola di ruang *filing* tidak sesuai standar prosedur operasional (SPO) di RSU Queen Latifa Yogyakarta.

Metode Penelitian: Jenis metode penelitian yang digunakan adalah kualitatif jenis penelitian deskriptif yang cenderung menggunakan analisis dalam penelitian. Sampel subjek dalam penelitian ini yaitu 1 Kepala Unit Rekam Medis, 2 Petugas *Filing* dan 2 Petugas *Assembling*. Untuk keabsahan data maka dilakukan triangulasi sumber oleh Kepala Unit Rekam Medis.

Hasil Penelitian: Tata kelola pada unit *filing* dilakukan oleh petugas rekam medis yang belum semua memenuhi karakteristik kerja dengan berpedoman SPO, namun dalam melakukan prosedur kerja diketahui aturan prosedur kerja berjalan kurang baik. Faktor penyebab ditemukan dari unsur metode 5m yakni *man, money, material, method* dan *machine*. Faktor penyebab tata kelola di ruang *filing* tidak sesuai dengan SPO adalah oleh SDM yakni petugas yang belum memenuhi karakteristik kerja, belum terealisasinya dana pembiayaan untuk menunjang fasilitas, belum digunakannya bahan prosedur kerja seperti *tracer*, stiker kode warna serta belum adanya penggunaan buku catatan keluar masuknya berkas, masih digunakannya metode manual pada rekam medis rawat inap dan belum ada mesin pendukung yang lengkap serta belum menggunakan mesin RME.

Kesimpulan: Tata kelola di ruang *filing* SDM yang belum memenuhi karakteristik pekerja, kurangnya fasilitas sarana dan prasarana untuk memfasilitasi perkerjaan, belum digunakannya *tracer*, dan stiker kode warna, belum adanya penggunaan buku catatan berkas masuk dan keluar, masih menggunakan metode manual dan RME belum diterapkan.

Kata Kunci: *Tata Kelola Ruang Filing, Faktor Penyebab, Ketidaksesuaian, Standar Prosedur Operasional (SPO)*.

**FACTORS CAUSING THE GOVERNANCE IN THE FILING ROOM NOT
ACCORDING TO STANDARD OPERATIONAL PROCEDURES (SPO) AT
RSU QUEEN LATIFA YOGYAKARTA**

Tiara Intan Asmara¹, Endang Purwanti²

ABSTRACT

Background : *Filing Room is a storage room that is responsible for storage, management, retention and destruction of medical record documents. Governance implementation activities in the filing room against standard operating procedures (SPO) at Queen Latifa Yogyakarta General Hospital were still found to have work procedures on governance that were not in accordance with the established SPO rules, this caused work and service effectiveness to be disrupted. This study aims to analyze and find out the causes of governance in the filing room not according to standard operating procedures at Queen Latifa General Hospital Yogyakarta, using the 5m management elements namely man, money, material, method and machine with the fishbone method.*

Objectives: *To analyze and find out the work procedures for governance in the filing room, to find out the factors that cause governance in the filing room not according to standard operating procedures (SPO) at RSU Queen Latifa Yogyakarta.*

Research Methods: *The type of research method used is qualitative descriptive research which tends to use analysis in research. Subject samples in this study were 1 Head of Medical Record Unit, 2 Filing Officers and 2 Assembling Officers. For the validity of the data, source triangulation was carried out by the Head of the Medical Records Unit.*

Research Results: *The management of the filing unit is carried out by medical record officers who do not all meet the work characteristics guided by the SPO, but in carrying out work procedures it is known that the work procedure rules are not running well. The causal factors were found from the elements of the 5m method, namely man, money, material, method and machine. Factors that cause governance in the filing room not in accordance with the SPO are HR, namely officers who do not meet work characteristics, financing funds have not been realized to support facilities, work procedure materials have not been used such as tracers, color-coded stickers and there has been no use of entry and exit logbooks. , the manual method is still used in inpatient medical records and there is no complete supporting machine and the RME machine is not yet used.*

Conclusion: *Governance in the HR filing room does not meet the characteristics of workers, lack of facilities and infrastructure to facilitate work, tracers and color-coded stickers have not been used, there has been no use of incoming and outgoing file logbooks, still using the manual method and RME has not been implemented .*

Keywords: *Filing Room Governance, Causal Factors, Non-compliance, Standard Operating Procedures (SPO).*