

ANALYSIS OF MEDICAL RECORD FILE STORAGE SYSTEM MANAGEMENT USING THE PIECES METHOD

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A B S T R A C T

Medical records are documents that contain patient identity data, examinations, treatment, procedures and other services that have been provided to the patient. Medical record file storage space is an important part of medical record management. From the research carried out, it was found that there was more than one storage area and a lack of storage shelves which caused misfiles to occur. The aim of this research is to identify the problems faced in the medical record storage system and provide recommendations to improve efficiency, control and service at Faga Husada Hospital. This type of research uses a qualitative method with a descriptive approach with the subjects in this research being 2 people, namely the filing officer and the head of medical records as triangulation. The research results show that there are obstacles in the medical record storage system, such as lack of storage shelves, unavailability of air conditioning, lack of lighting in the storage room, non-optimal control system and delays in returning files which still need to be improved. Recommendations given include adding storage shelves, providing air conditioning, improving lighting facilities, improving the control system and improving procedures for returning medical record files.

INTRODUCTION

Hospitals are health service institutions that provide comprehensive individual health services, including inpatient, outpatient, and emergency services. Medical records are records that contain information about patient identity, examination results, treatment, actions, and other services that have been provided to patients (Menteri Kesehatan, 2022). Quality medical records are medical records that include all important information, starting from data obtained from patients, doctor analysis, examinations and actions taken, and communication between health workers (Haiti, 2017).

The management of medical records aims to support the achievement of orderly administration as part of efforts to improve the quality of health services in hospitals. In order for the management of medical records to contribute to improving the quality of service, medical records must be managed effectively and efficiently. Medical record documents must be documented accurately, available on time, easy to use, can be traced back quickly, and contain complete information. Based on initial observations, the management of medical record files is not optimal, where it is still found that in the management process in the assembly section there are still many incomplete documents. In the coding and indexing section, there is no monitoring to review data accuracy, there are still misfiles in storage (Giyanafrenti, 2018).

Management of medical record files includes a series of structured activities, starting from compiling and completing data entry in medical records (analysis), to the process of providing disease codes (coding) based on applicable disease classifications. After that, the files are grouped and indexed according to certain categories to facilitate searching and management. The next stage is storing medical record files (filing) which is carried out in accordance with applicable standards and provisions, ensuring that patient information is stored safely, easily accessible, and well organized for the benefit of medical services and administration (Hasmah et al., 2022).

Effective management of medical record file storage is an important factor in assessing the success of health service management. This management is essential in every health service institution because it simplifies and accelerates access to medical record files stored on storage shelves. In addition, good management facilitates retrieval, return, and protects files from the risk of theft, physical, chemical, and biological damage. The medical record storage room must also be designed with a system that supports file control so that it is neatly arranged, reducing damage or storage errors (misfiles). Safe and comfortable room conditions are also important aspects in storing medical record documents. Therefore, in every health institution, a medical record unit is formed to manage medical record storage efficiently, reduce storage burdens, and ensure that important forms are maintained according to their usefulness (Andi Ritonga & Maya Sari, 2019).

Based on research conducted at Merauke Hospital, it was found that the facilities provided by the Merauke Regency General Hospital to support medical record services were still inadequate and needed a lot of improvement. Some of the shortcomings that need to be fixed include the manual queue number system, limited space, and the lack of supporting applications in managing medical records (Pohan & Karaeng, 2022).

Based on initial data on March 20, 2024 at Faga Husada General Hospital, the medical record management system is still not optimal, because there are still delays in returning medical record files, and misfiles still often occur. Based on the background description, the researcher is interested in exploring the analysis of the management of the medical record storage system at the Faga Husada General Hospital using the PIECES analysis (Performance, Information, Economy, Control, Efficiency, Service) in 2024.

METHODOLOGY

This study uses a qualitative approach with a descriptive method that aims to analyze in depth the management of the medical record storage system. The research subjects consisted of three people, namely the head of the medical records department and two staff in charge of managing medical records at Faga Husada Hospital. The research was conducted from April to May 2024 in the medical records storage area of the hospital.

The data collection process was carried out through three main methods: direct observation in the field, structured interviews with research subjects, and documentation studies related to the medical record storage system. The research instruments used included interview guides as a reference in interview sessions, voice recording devices to document conversations, and cameras to support data visualization and documentation.

To increase the validity and credibility of the research results, data analysis was carried out using source triangulation techniques, which combine various information from observations, interviews, and related documents to obtain a more comprehensive picture.

RESULTS AND DISCUSSION

The results of the analysis of the management of the medical record file storage system using the pieces method at Faga Husada Hospital are as follows:

Performance

Performance comes from the term job performance or actual performance, which means work achievement or real achievements achieved by someone. Performance (work achievement) is defined as the results of work both in terms of quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given.

Misfile is an error in placing medical record documents in the wrong place. This incident can slow down patient services and has the potential to reduce the quality of health services in hospitals effectively and efficiently (Muzuh & Harlisa, 2021).

Based on the results of a study conducted at the Faga Husada General Hospital, there are three medical record file storage rooms, where there is still a shortage of storage shelves. In the medical record storage room, there are 4 officers consisting of 3 people with the status of medical record personnel and 1 person with a midwifery background. In the storage room, misfiles and incomplete medical record documents often occur which must be returned to the nurse or doctor responsible for the file.

This is in line with the research of Andi Ritonga & Maya Sari, (2019) States that effective management of medical record file storage is an indicator of the success of health service management. A good storage system can simplify and speed up the process of searching for medical record files and protect them from damage and theft. (Najati & Susanto, 2022). Explains that employee performance is influenced by motivation, teamwork, and communication. Good performance in managing medical record files at RSU Faga Husada also requires improved skills and training for officers to ensure complete and accurate documents and reduce misfiles.

Information

Medical records are considered quality if they contain complete information to support orderly administration in an effort to improve health services. In improving the quality of hospital services,

not only the completeness of medical records needs to be considered, but also the accuracy, speed, and accuracy of the Hospital Management Information System (Sholehah et al., 2021).

Based on the findings of a study conducted at Faga Husada General Hospital, namely Information in the medical record storage room is easy to obtain and timely. The flow of storing medical records is well regulated and there are SOPs that support this process. Information related to the storage of medical record files can be easily accessed by related officers.

This is in line with Expert Research: (Giyanafrenti, 2018) States that medical record management must be carried out effectively and efficiently. Medical record documents must be documented accurately, available quickly, easily usable, easy to trace, and have complete information. Incomplete documents and lack of data accuracy monitoring indicate that the information system at Faga Husada Hospital still needs improvement to achieve this standard. Andi Ritonga & Maya Sari (2019): Mentioned that good management of medical record file storage is an indicator of successful health service management. A good storage system can facilitate and accelerate the retrieval of medical record files, as well as protect files from the risk of damage and theft.

Economy

Health economics is closely related to several aspects, including resource allocation in an organization, health service processes, regulation and financing of various health services, efficiency and effectiveness in allocating and using available resources, the impact of efforts to anticipate and handle health disorders, and efforts to restore individual and community health conditions (Relaksana et al., n.d.).

Based on the results of research conducted at Faga Husada General Hospital, there is a budget that includes the procurement of air conditioning, storage racks, and lights in the medical record storage room. However, there is no budget for logistics and skills improvement training for medical record officers. Training for medical record officers is often carried out at personal expense.

Research by (Simanjuntak et al., 2022) shows that the condition of the storage room and the available facilities and infrastructure are inadequate and unsafe. Some of the problems found include non-compliance with ergonomic standards, such as temperature and humidity that exceed normal limits, limited space for movement, lack of air ventilation, storage that is not separated from other work units and lack of a security system that allows free access to the storage room.

Control

Based on the results of research at Faga Husada General Hospital, the head of medical records plays an active role in supervising and controlling the process of storing and accessing medical records. Any problems that arise, such as file damage, will be reported and handled by the head of the room first before being reported to superiors. Performance evaluations of medical records officers are carried out monthly, with quarterly meetings to discuss developments and deficiencies. There are medical records committee meetings twice a year if there are significant problems. Other officers are prohibited from entering the medical record storage room without permission. They must contact the medical records officer first, especially outside of office hours.

A study by (Aswiputri, 2022) emphasized that an effective management information system requires strict controls to ensure that the information produced is accurate and relevant for decision making. Inaccurate information can lead to errors in decision making that have a negative impact on the Company's operations.

(Elfira Fernanda et al., 2021) also underlined the importance of a management control system in controlling the overall performance of the company. This control should include monitoring internal performance as well as adapting to external factors such as market competitiveness.

Efficiency

Efficiency is related to the ability to achieve maximum results by minimizing waste of resources such as time, energy, costs, and materials in the work process. In the context of work, efficiency does not only focus on the quantity of results, but also on quality, so that the goals achieved are equal or even better with fewer resources. Employees who work efficiently do their jobs with precise movements, avoid excessive effort, and make optimal use of time, without reducing the quality of the final result.

The application of this efficiency principle is very relevant at all levels of work, both for small routine tasks and larger projects. By working efficiently, employees can not only complete tasks

faster, but also reduce physical and mental burdens, thereby helping to prevent long-term fatigue. On the other hand, companies that encourage efficiency will benefit from resource savings, increased productivity, and reduced operational costs.

To achieve higher efficiency, it is important for companies to invest in employee skill development. Structured and relevant training can help employees understand more efficient work methods, master the basic skills needed, and become familiar with the tools or technologies that support their work. With this training, employees not only improve individual performance, but also contribute to overall operational efficiency. This will ultimately increase the company's competitiveness and strengthen its ability to survive and thrive amidst tight market competition (Feriñana, 2019).

Medical records are crucial documents in healthcare services. The main indicator of quality medical record management is the timely return of medical record files. However, in reality there are still cases in hospitals where the return of medical records occurs late (Wirajaya, 2023).

Based on the results of a study conducted at the Faga Husada General Hospital, the time for returning patient medical record files is on time, namely 2x24 hours and sometimes there are incomplete files so that they must be returned by the nurse or DPJP. The medical record file storage room is infested with termites due to less than optimal humidity. To maintain the security and confidentiality of the medical record file storage room, officers put up a prohibition sign at the entrance to the medical records.

This is in accordance with the findings of a study conducted by (Susilowati & Nashiroh, 2022), where it was found that humidity in the medical record document storage room can affect the quality of the material or document form, so that the document becomes damaged quickly. Therefore, it is important to control the humidity in the storage room so that the documents are maintained and not easily damaged or moldy. In terms of biological factors, damage to medical record documents is generally caused by mold that causes black spots on the documents. In addition, insects and mice also contribute to damage, although in smaller numbers.

Service

Quality service is a vital element in business continuity in various industrial sectors. Not infrequently, companies have to close down because they are unable to meet customer expectations regarding good service. For consumers, the service experience received is often a determining factor in the decision-making process for making future purchases. The impression formed by the service provided can influence how consumers view the products or services offered, which ultimately influences their loyalty and purchasing decisions. Poor service has the potential to damage a business's reputation, while superior service can increase trust and attraction to the products or services being marketed (Onata & Mukaram, 2023).

Based on research conducted at Faga Husada General Hospital, there is a periodic monitoring or evaluation system for the quality of service in the medical record storage room. This monitoring is carried out through monthly or quarterly meetings that discuss deficiencies, problems and needs in the storage room. In addition, evaluations are carried out every three months or upon request, for example regarding damaged shelves or full storage.

However, there are obstacles in service in the medical record room, especially related to the number of storage rooms increasing from one to three, which results in the distance between rooms being quite far and draining energy to search for medical record files. In addition, storage shelves need to be added because the number of patients increases every day.

Despite the obstacles, various efforts have been made to overcome this problem, such as the use of stairs or assistance from evacuators. The medical record file request service is also running well, where officers can receive requests directly in the room or via WA.

Aswiputri, (2022) in her study on management information systems stated that precise, detailed, accurate, and timely information is very important in the decision-making process. This is relevant to the management of medical records where complete and accurate information is essential for optimal service.

CONCLUSION

The medical record storage management system at Faga Husada General Hospital has been running quite well, although it still needs some improvements, especially regarding filing shelves. Information in the medical record storage room can be accessed easily and in a timely manner. In

terms of budget, funds have been made available for the procurement of air conditioning, storage shelves, and lights, but there has been no allocation for logistics and training for medical record officers. Control and evaluation are carried out by the head of medical records routinely, with monthly evaluations and quarterly meetings. The return of patient medical record files is carried out on time within 2x24 hours, except on holidays, although there are problems with termites that have the potential to damage files. In addition, there is a periodic monitoring and evaluation system for the quality of service in the medical record storage room.

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