

# Risk Management In Hospital Filing Unit

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**Abstract**—The risk in the filing unit is influenced by five factors namely physical factors, chemical factors, biological factors, physiological factors, and production process factors. There are two risk management actions, namely to prevent and improve. Risk management is carried out with the aim of preventing work accidents and decreasing work productivity in hospital filing unit. The aim of this study was to identifying risks, controlling risks, reporting risks, monitoring risks and attitudes to risks in the filing unit. This research is a descriptive study with cross sectional approach. Research subjects were manager of the medical record, manager of the registration room, and the filing officer. While the object of research is the Rumah Sakit Islam Klaten filing unit. The research instruments were observation and interview guidelines. Data processing by collecting, editing, tabulating and presenting data. Analysis data is descriptively. Rumah Sakit Islam Klaten has identified risks and found several risk factors, namely physical factors, chemical factors, biological factors, physiological factors and production process factors. Risk control has also been carried out based on the type of risk that occurs. As for risk management reporting, it has never been done so evidence of reporting is not available. Risk management monitoring has never been done. Rumah Sakit Islam Klaten has determined its attitude based on risk factors namely stopping or avoiding risk and reducing risk. Rumah Sakit Islam Klaten should report the risks so that risks can be recorded and the existence of appropriate control measures and risk management monitoring so that any risks that occur can be monitored and known the development of these risks.

**Keywords**—risk, filing, hospital, medical record

## I. INTRODUCTION

One part of the medical record is the medical record document storage or filing. The filing functions as a security guard and confidentiality of medical record documents, storing complete medical record documents, looking for documents or providing medical record documents for health service and other purposes [1].

Filing is one part of the medical record unit that implements risk management. Risk management is used to respond to various risks. There are two types of risk management actions, namely preventing and improving. Preventive measures are used to reduce and avoid risks, whereas corrective actions are to reduce effects when risks occur or when risks must be taken [2].

The risks that may arise in the filing unit are influenced by 5 factors including physical risk factors, chemical risk factors, biological risk factors, physiological risk factors, risk factors from the production process [3]. Examples of risks that may occur in the filing unit are documents that are easily damaged due to humid room temperatures, breathless, allergies and coughs caused by dust, and officers take wrong medical record documents caused by less lighting [1].

Based on the preliminary survey, some of the risks that potentially arise in the Rumah Sakit Islam Klaten filing unit include noise that causes the risk of distraction from concentration at work, the smell of medical record paper that has long been stored on the medical record rack which causes dizziness to officers, termite attacks and insects that potential risk of damage to documents, high shelves and jostling documents resulting in medical record documents falling on staff and the risk of low back pain, and the risk of being scratched by medical record documents. Based on preliminary survey results, the purpose of this study is to identify risk, know risk control, know risk management reporting, know risk management monitoring, find out attitude towards risk in the filing unit of Rumah Sakit Islam Klaten in 2019.

## II. METHOD

This research is a descriptive study with cross sectional approach. Research subjects were the head of the medical record, the head of the registration room, and the filing officer. While the object of research is the Rumah Sakit Islam Klaten filing unit. The research instruments were observation and interview guidelines. Data processing by collecting, editing, tabulating and presenting data. Analysis is done descriptively.

## III. RESULT

The way to collect data is through observation and interviews. Observations were made on the filing room, identification of risk factors in the filing unit, risk control in the filing unit, reporting of risk management in the filing unit, risk monitoring in the filing unit and attitude to risk in the filing unit. While the interviews were conducted with three respondents as follows:

Table 1 Characteristics of Respondents

Num	Respondents	Position	Length of Work
1	Respondent I	Head of Medical Record	25 years
2	Respondent II	Head of Registration Room	22 years
3	Respondent III	Filing Officers	3 years

A. Identification of Risk Factors in the Filing Unit of Rumah Sakit Islam Klaten in 2019

### 1. Physical Risk Factors

Lighting in the filing room relies on 12 lamps with 40 watts and a room area of 24 x 5 meters. The lighting looks less according to the lighting formula which is:

$$\text{Formula : } \frac{E \times L \times W}{Q \times LLF \times Cu \times n} \quad (1)$$

### Information:

- N : Number of light points  
 E : Strong lighting (lux)  
 L : Length of space in meters  
 W : The width of the room in meters  
 Q : The total lighting value of the lamp in 1 lumens  
 LLF : Light loss factor (0.7 - 0.8)  
 Cu : Coefficient of utilization (50% - 65%)  
 N : Number of lights in point

$$\begin{aligned} N &= \frac{E \times L \times W}{Q \times LLF \times Cu \times n} \quad (2) \\ &= \frac{150 \text{ lux} \times 24 \text{ m} \times 5 \text{ m}}{3000 \text{ lumen} \times 0,7 \times 0,5 \times 1} \\ &= \frac{18.000}{1.050} \\ &= 17,1 \\ &= 17 \text{ lampu} \end{aligned}$$

So the lights needed are supposed to be 17 lamps. The window of the filing room is to the left of the building so that shelves far from the window rely solely on light from the lamp, and the light bulb is rarely cleaned. Brown wall paint and white roof. There is dust on medical record documents that are rarely taken or used. In the filing room there is no temperature and humidity meter yet. Air circulation using 3 units of AC.

Less lighting has the potential to cause eye pain. Dust in medical record documents that have been stored for a long time and are rarely used has the potential to cause coughing and shortness of breath. According to Mulyawan [2] physical risk is a condition that originates in the physical characteristics of an object that can magnify a loss. So, the physical risk factors in the Rumah Sakit Islam Klaten filing room are less lighting and dust.

### 2. Chemical Risk Factors

At the Rumah Sakit Islam Klaten, the chemical risk in the filing unit is a musty smell from long-kept medical record documents. The ink used does not pose a risk because the ink used is a type of dry ink. As for the risk of food and drinks, it has been prevented by not allowing officers to eat and drink in the filing unit but in the canteen. There is no chemical risk in the form of chemicals in the filing unit.

According to Santoso dan Sugiarsi's research [4] odors caused by the smell of medical record paper that has long been stored on medical record shelves and also odors from various other factors that can cause dizziness in filing unit officers including chemical factors. According to Tarwaka [3] chemical factors that is, the hazard factor derived from chemicals used in the production process.

### 3. Biological Risk Factors

In Rumah Sakit Islam Klaten, biological risk factors that exist in the filing unit are rats and cockroaches, due to the large number of documents that are crammed and many documents placed on the shelf or floor and stuffy odor that triggers the emergence of rats and cockroaches. In the filing unit there are no temperature and humidity gauges. While

the risk of paper-eating fleas has been prevented by spraying pest control.

According to Tarwaka [3] biological factors, namely hazard factors originating from or caused by germs in the air, originating or sourced from animals and workers who suffer from certain diseases or from materials used for the process production.

### 4. Physiological Risk Factors

At the Rumah Sakit Islam Klaten the physiological risk factors that exist in the filing unit are roll o packs that are very full exceeding the capacity they should and many documents are placed on the filing rack or on the floor.

According to Tarwaka [3] physiological factors are hazard factors originating from or caused by the application of ergonomics that are not in accordance with prevailing ergonomic norms, in carrying out work and work equipment including workloads that are not in accordance with the worker's ability. So the conclusion from physiological factors that is full roll o pack is in accordance with Tarwaka [3].

### 5. Risk Factors for the Production Process

In Rumah Sakit Islam Klaten, the risk factors for the production process are the distance of roll o pack one with another roll o pack is 60 cm, making it difficult for two officers to retrieve or return medical record documents simultaneously, officers scratched paper, and Low Back Paint (LBP). While the stressor factor has been prevented by shift work and giving holidays.

According to Tarwaka [3] factors of production processes are hazard factors caused by various activities carried out in the production process, which are highly dependent on the materials and equipment used, activities and types of activities carried out. According to Rustiyanto dan Rahayu [1] the distance between one filing rack and the other must be taken into account not to be too narrow or too wide. The ideal distance to access the officer road between cupboard one with another cupboard is approximately 180 cm - 200 cm, while for the hallway in the sub-shelf section is approximately 80 - 100 cm.

### B. Risk Management in Filing Unit of Rumah Sakit Islam Klaten in 2019.

#### 1. Risk Control of Physical Factors

In Rumah Sakit Islam Klaten, the risk control of physical dust factors is cleaning service staff cleaning the filing room every morning and after the service is finished using brooms and other cleaning tools, and using self-protection equipment in the form of masks. While the lack of lighting risk factors so far there has not been control.

According to SNARS PPI 9.1, gloves, masks, eye protection, and other personal protective equipment are available and used appropriately when required.

#### 2 Risk Control of Chemical Factors

Rumah Sakit Islam Klaten controls chemical risk factors using controls in the form of risk replacement by using air freshener and the use of personal protective equipment (PPE) in the form of masks.

According to SNARS PPI 9.1 gloves, masks, eye protection, and other personal protective equipment are available and used appropriately if required.

### 3. Risk Control of Biological Factors

In the Rumah Sakit Islam Klaten controlling biological factors of rats and cockroaches is done by eliminating the risk by spraying pest control once a month. According to SNARS MIRM 11, medical record files are protected from loss, damage, interference and unauthorized access and use.

### 4. Risk Control of Physiological Factors

At the Rumah Sakit Islam Klaten, controlling the rollo pack physiological factors that have the potential for officers to drop documents is to eliminate risk by means of retention.

According to the Depkes [5] good storage equipment, good lighting, room temperature maintenance attention to safety factors, for a file storage room is very helpful and encourages worker's enthusiasm and productivity of workers, open shelves are recommended for use, with the reason the price is cheaper, officers are faster in retrieving and storing patient medical document files.

### 5. Risk Control of Production Process Factors

In Rumah Sakit Islam Klaten, controlling the risk factor of the production process of being squeezed by roll o pack is controlled by removing the risk by blocking the roll pack using a tracer that has not been used. middle finger. While the risk of Low Back Paint (LBP) type of control is to use self-protective equipment (PPE) in the form of a corset by providing extra food food and eliminating the risk by examining a bone specialist.

According to Suardi [5] eliminating risk is the ideal step that can be done, and should be the first choice in controlling risk. Meanwhile, according to SNARS PPI 9.1 Gloves, masks, eye protection, and other personal protective equipment are available and used appropriately if required.

### C. Risk Management Reporting in Filing Unit of Rumah Sakit Islam Klaten in 2019.

At the Rumah Sakit Islam Klaten, risk management reporting in the filing unit has been carried out but only verbally by the filing officer to the head of the registration room and then forwarded to the K3 section. But there is no written evidence for reporting. According to Mulyawan (2015: 73) the focus on this report is to convey relevant information to related parties through appropriate communication media. So the conclusion from risk management reporting is not in accordance with Mulyawan (2015: 73).

### D. Risk Management Monitoring in Filing Unit of Rumah Sakit Islam Klaten in 2019.

In Rumah Sakit Islam Klaten, risk management monitoring has not been carried out, monitoring is carried out if there are reports from related units, while the filing unit has never reported events or risks. Officers who should be tasked with monitoring are the head of the registration room and the hospital's K3.

According to Mulyawan [2] the development and implementation of each stage of risk management needs to be monitored to ensure the creation of risk management implementation in line with company policy. So the conclusion from risk management monitoring is not in accordance with Mulyawan [2].

### E. Risk Attitude at Filing Unit at Rumah Sakit Islam Klaten in 2019.

At the Rumah Sakit Islam Klaten, the attitude taken for risk in the filing unit of the four attitudes is stopping or avoiding the risk used in dust risk factors, rat and cockroach risk factors, Low Back Paint (LBP) risk factors, scratched map factors and risk factors document fallout and reduce the risk of being used on the risk factors of a musty smell.

According to Mulyawan [2] organizations must determine attitudes towards the results of risk assessment. The risk response from an organization can be in the form of avoidance and risk reduction by taking steps to reduce the likelihood or impact of the risk. So the conclusion of the attitude of the emergence of risk that is avoiding risk and reducing risk is in accordance with Mulyawan [2].

## IV. CONCLUSION

Based on research that has been done, the researchers draw the following conclusions:

1. Identification of risks in the filing unit namely physical factors (dust and less lighting), chemical factors (musty odor), biological factors (cockroaches and rats), physiological factors (full roll o pack) and production process factors (scratched map, LBP and be squeezed roll o pack).
2. Risk control has been carried out, namely eliminating the risk of dust factors, cockroach and rat factors, full roll o pack factors and LBP factors.
3. Risk reporting is made verbally by the filing officer to the head of the registration room and then forwarded to the K3 section. But there is no written evidence for reporting.
4. Risk monitoring has not been carried out because the risk is still considered minor by the officer.
5. Attitudes on the emergence of risk that is the attitude of stopping or avoiding the risk of dust factors, risk factors for rats and cockroaches, risk factors for Low Back Pain (LBP), scratched maps as well as risk factors for falling risk documents and reducing the risk of being used on the risk factors of musty odor.

The hospital should report risk in writing or document, risk management monitoring so that any risks that occur can be monitored by the parties concerned to determine the development of these risks, procurement of temperature gauges so that the temperature and humidity in the filing room are maintained, using finger print doors, there are reports of lost or miss files so that the information contained in the document is maintained, and adding 5 lamps in the filing room.

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