

The Analysis of Misfiling Causes in Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi

Selvia Juwita Swari*
*Department of Health
Politeknik Negeri Jember
Jember, Indonesia
selvia@polije.ac.id*

Indah Muflihatin
*Department of Health
Politeknik Negeri Jember
Jember, Indonesia
indah_muflihatin@polije.ac.id*

Rossalina Adi Wijayanti
*Department of Health
Politeknik Negeri Jember
Jember, Indonesia
rossa@polije.ac.id*

Gamasiano Alfiansyah
*Department of Health
Politeknik Negeri Jember
Jember, Indonesia
gamasiano.alfiansyah@polije.ac.id*

Oktarina Ayu Rahmawati
*Department of Health
Politeknik Negeri Jember
Jember, Indonesia
oktarinaayu83@gmail.com*

Abstract—The filing room becomes one of the most supportive rooms in the service of patients' medical records as they are safely stored due to its confidentiality and legal aspects. Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi found 320 misfiling (no medical record documents were found) in March 2018. Misfiling inhibits doctor's services towards particular patients as no background information is provided in relation to patients' previous diseases, thus it eventually affects the level of medical record continuity in hospitals. This study aims to analyze and determine prior causes of misfiling at Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi using USG (Urgency, Seriousness, Growth). The research uses qualitative approach and interviews, observation, documentation, questionnaires and brainstorming as data collection. The results indicated prior causes of misfiling beyond standard procedure. A wide range of efforts to solve this particular problem are needed including the socialization of tracer in the storage shelves and personals assigned in the filing section.

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

I. INTRODUCTION

Hospital organizes health services for inpatient and outpatient as well as emergency department [1]. The service quality is considered to be essential when customers' (patient) hope and reality perform accordingly [2]. Another component to support services is medical record documents.

Medical record documents are archive collections in favour of doctors, nurses and other health workers' documents, results of laboratory examination, symptoms, and anything patients have been treated with in hospital. Medical record documents determine essential service and it becomes continuously important as well as indicate good management of medical record documentation [3].

Filing is the activity of storing, structuring or document storage of medical records for detailed retrieval data [4]. Medical record storage is very important as it is related to

patient's previous disease and other medical confidentiality. Media record documentation should be managed confidentially with easy retrieval especially for revisit services [5]. A research conducted by Uma suggested [6] that inappropriate management system will likely cause misfiling as human error normally becomes dominant factors aside of poor facilities and infrastructure.

Misfiling hinders doctor's services towards patients as no appropriate information of patient's previous illnesses is provided, an thus it eventually affects medical record data continuity in hospital. Hence, improvement and policy in medical record management are needed so that patients' data will likely be sustainable [7].

Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi located in Banyuwangi district is a type C hospital and has been accredited so that it managed to compete with other hospitals. Medical record management system becomes its main goal despite various problems. Figure 1 showed medical record documents on the filing rack.



Fig. 1. Filing Rack at Bhakti Husada General Hospital

Figure 1 indicates poor documentation of medical records which will likely cause misfiling. Asmono once suggested through his research [8] about factors causing misfiling such as inadequate infrastructure. Based on interviews with some medical record officers, it is said that some documents could not even be found on the filing rack, as indicated in Table 1.

TABLE I. NUMBER OF MISFILING IN MARCH 2018 AT THE GENERAL HOSPITAL OF BHAKTI HUSADA PT. ROLAS NUSANTARA MEDIKA KRIKILAN BANYUWANGI

Observation	Total DRM	Lost	Misplaced	Percentage
1 March 0 2018	980	100	5	10.7%
March 17, 2018	800	94	1	11.8%
March 24, 2018	750	43	1	5.8%
March 31, 2018	900	74	2	8.4%
Total	3430	311	9	9.3%

Source: Primary and Secondary Data at the General Hospital of Bhakti Husada of PT. Rolas Nusantara Medika Krikilan Banyuwangi 2018

Table 1 indicates 320 misfiling during the preliminary study at Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi. Nevertheless, Satriyanegara through his research [9] suggested that in a filing management, service quality is considered to be appropriate when no misfiling occurs or required medical record documents can easily and accurately be found.

Factors which cause misfiling can be identified from several aspects namely aspect of officers, material, funds, methods, and tools. Medical record documentation strongly depends on human resources especially in relation to personnel's competence, and it likely deals with officers' educational level. In other words, the higher officers' educational level, the lower number of misfiling to occur [10]. Education also relates to officers' knowledge as Safitri suggested through her research [11] that factors of misfiling are also dealt with officers' rudimentary knowledge. According to the preliminary study at Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi, 14 people work as medical record officers. Nine of them are high school graduates and the other 5 officers are medical record graduates.

Material is any facility used to support health service system implementation in hospital. Inappropriate material will likely increase misfiling rates [10]. The purpose of medical record documentation is to facilitate as well as accelerate medical record identification and prevent them from physical, chemical, and biological damage.

Interviews were conducted by using ordinary HVS paper and protected with a map. Different maps were used; blue map was for general patients, orange for Civil Servants under BPJS, green for BPJS Mandiri and pink for BPJS PBI patients. The difference eased the recognition of medical record documents.

Funding as one important element in medical record unit was not normally in the form of money, but goods such as form paper, document folders, and filing shelves [12]. Budgetary in hospitals is to achieve better system implementation so that hospital services can run appropriately and in accordance to the needs [10]. According to preliminary study General Hospital of PT. Rolas Nusantara Medika

Krikilan Banyuwangi has practiced budgetary requirement determined by the hospital director.

The method was carried out through clear instructions of procedure [13]. Right steps will ease the work of filing. Thus, efficient implementation of health service system in hospital will eventually take place [14]. According to the preliminary study, no clear procedure in relation to medical record documentation was conducted, so that officials sometimes put the medical record documents at inappropriate filing rack.

Good storage devices, good lighting and appropriate temperature settings in the document storage room are very helpful to maintain staff courage to work [14]. Uncostly open shelves are more recommended that officers can efficiently retrieve, store documents, and even save space [14]. Based on the interviews, the filing rack should be open despite short distance among shelves which influences difficulties in retrieving medical record documents.

Preliminary study can formulate several factors which cause temporary missfiling such as officers' education and knowledge of medical records, budget requirements, the procedure of medical record document, filing shelves and filing rooms. This will have an impact on health services. This, improvement and policy making are needed to create good medical record management. This way, data in the medical record document can be continuously sustainable.

Based on that fact, the researchers deployed elements of 5M management to analyze missfiling events through a scientific report entitled "The Analysis of Missfiling Events at Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi". In addition, here are the research objectives:

- Identifying human factors as the cause of misfiling at Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi,
- Identifying material factors as also the cause of misfiling at the hospital,
- Identifying financial factor as also the cause of missfiling at the hospital.
- Identifying methodological factors as the cause of misfiling at Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi, e)
- Identifying machine factors as the cause of misfiling at Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi,
- Determining the main cause of misfiling at the Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi using Brainstorming methods and USG.

II. RESEARCH METHODS

A. Research Location and Time

The research was conducted from August to December 2018 at the Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi specifically at the medical record unit, filing section in particular.

B. Data Collection Procedure

1) *Observation*: Observations were carried out to obtain information about medical record documents in the filing rooms, filing shelves and misfiling incidents in the Hospital.

2) *Interview*: Interview was also conducted to obtain primary data from reliable source. The interview was mainly about officers' education and knowledge, budget requirements, filing procedures, medical record documents, filing rooms and filing shelves.

3) *Questionnaire*: The research also deployed questionnaires to explore information of respondents' knowledge.

4) *Documentation*: Documentation refers to accurate evidence of official education data, medical record documents, filing procedures, filing shelves, filing rooms, and misfiling events.

III. RESULTS AND ACHIEVED OUTPUTS

A. The Overview of Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi

Bhakti Husada - Krikilan General Hospital is located in Tegalharjo Village, Glenmore, Banyuwangi Regency. It was established in the Dutch colonial era. In addition, Bhakti Husada-Krikilan General Hospital was administered on September 17, 1966 by the Director of PPN-Karet XVI Mr Soediharjohoedoyo. At present Bhakti Husada General Hospital is under the management of PT. Rolas Nusantara Medika and became a subsidiary of PT. Perkebunan Nusantara XII (Persero). It has an area of 48,370M 2 and 2,518 M 2 . With picturesque atmosphere, cool mountainous air, and peaceful environment, Bhakti Husada Hospital performs as Garden Hospital and becomes people's alternative for treatment and rest. With its professional and affordable services, Bhakti Husada General Hospital initially provides services for employees and the families of PTP Nusantara XII (Persero), public, BPJS Health Participants, employees and the families of PT Telkom, PT Kereta Api Indonesia, Private Plantations (Glenmore & Kalibaru sub Districts), Raharja Services, Traumma Center (Jamsostek Work Accident), and Private Insurance [15].

B. Identification of Man Factors

The word man in this study refers to human resources or medical record officers dealing with their education and knowledge.

1) *Officers' Education*: Based on the interviews, 5 people are D-IV / D-3 graduates of Medical Records and 9 officers graduated from High School, so it is likely to affect medical record management in the storage. Unoptimal medical record management can pose problems such as misfiling. Kurniawati in her research [10] states that the higher education the officers possess, the lower misfiling will likely take place. Furthermore, the lower education they have, the higher is the number of misfiling events. Medical record officer should have a minimum D III of formal education majoring medical records [16]. As a matter of fact, officers' low level of education and knowledge gives a dominant impact on misfiling [11]. In fact, based on the interviews, two officers never attended any seminar while the other two did.

Human resources (officers) should be encouraged and supported to join some seminars and trainings. Thus, their working ethics and performance will definitely improve. In addition, through those particular occasions the organizational quality of medical records will also eventually improve. Thus, employees' capabilities will likely be enhanced [17]. As a matter of fact, based on the interviews, only one officer had attended medical record training and the other 3 officers never attended any medical record training.

2) *Officers' Knowledge* : Based on the interviews, Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi uses centralized storage system in which inpatients and outpatients are located in one place. This particular system can reduce the possibility of duplication of recording or storing medical record documents. The management of medical record documentation is crucial in a health care institution as it can facilitate as well as accelerate reidentification, ensure retrieval easiness of storage and return, protect medical record files from physical chemical danger and biological damage [18]. Good storage must as well use good numbering system also called unit numbering system. This, the first step in storing shows the first number listed in the medical record document. The numbering system unit provides numbers of outpatient, inpatient and emergency department. Thus, every time patients visit for treatment, they only use one medical record number. Unit numbering system ensures timely efficient service as no difference for old and new patients [12]. Furthermore, the alignment system for medical record documents uses digit filing terminals. It is the final number of alignment system for storage rack grouping. Proper and correct numbering as well as alignment system will definitely ease officers to retrieve medical record documents on a storage rack. Misfiling can potentially have negative impacts on inefficient services towards patients, unsustainable medical record information, and dismanaged medical record storage racks so that difficult retrieval of medical record documents will likely occur [14].

3) *Identifying Material Factor* : The material stated in the research identification refers to the one used in medical record documents. A good medical record document contains adequate information for doctors, nurses, hospital, and even the patients. The paper types used in medical record documents at the Bhakti Husada Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi is 70 gram HVS paper and manila paper folder. As medical record documentation in the hospital is not well-arranged, many medical record documents have been damaged. Thus, confidentiality of medical record content is not well-maintained. As a matter of fact, Ministry of Health [19] states that damaged, lost, falsified medical records especially mistreated by unauthorized persons / entities, the headperson of health service procurement section will definitely be responsible for it. Thus, all damaged document folders should be replaced, and regular control of the medical record file should be frequently carried out [9].

4) *Identification of Financial Factors*: Finance in this research refers to budget used for medical record work units such as filing racks, form sheets, tracers, etc. Bhakti Husada

General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi provides incidental financial supports. Thus, it obviously complicates medical record unit especially when immediate needs are not properly met. Once financial support is weakened, procurement of supporting equipment gets low, and misfiling gets higher [20].

5) *Identification of Methodological factor* : The method in the research refers to the storage system, alignment system, numbering system, retrieval and return of medical record documents according to standard operating procedures of Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi. Medical record documents should be in good management through proper storage. Thus, medical record documents supply and security should be easily achieved especially to protect the information of patients' privacy and confidentiality [13]. Numbering, alignment, and storage system should be used according to procedures conducted Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi. The standard operating procedure is a guideline or reference to carry out tasks in accordance with functions and tools of governmental institutions despite some unimplemented rules such as the use of tracers [21].

6) *Identifying the Machine*: The facilities and infrastructure in this study are part of supporting facilities in medical record activities, especially in the filing section including filing shelves and filing rooms. According to the interviews, filing rack was ironed and wooden open rack for easy store and retrieval. Once medical document file storage racks are available, it gives impact on medical record document security; preventing them from physical or biological damage, for instance. Based on the observations, some disordered medical record documents are noticeable among storage racks. As a matter of fact, inadequate infrastructure can cause misfiling [8]. Thus, some efforts to reduce numbers of medical record documents need to be carried out such as adding a storage rack based on the needs in the filing room.

7) *Main Causes of Misfiling* : The final collecting phase during research is brainstorming and ultrasound. The researcher submitted the research results in case some data are agreed, added or even rejected by informant. The brainstorming aimed to explore ideas, suggestions and agreements of participants to solve problems of misfiling at Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi. Based on the USG scoring, the main causes of misfiling at Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi is that tracer was not used in accordance with SPO.

Table 2 indicated main causes of misfiling based on unused tracer according to SPO with the highest score 41. unimplemented tracer will have an impact on misfiling and medical record files; even difficult to trace [8]. Based on the main cause, the researcher provides informant with the opportunity to respond and give suggestions regarding efforts for problems to be solved. table 2 shows brainstorming result.

Table 3 concluded that improvement dealt with medical records management need to reached, especially in the filing

section, in order to reduce misfiling at Bhakti Husada General Hospital PT. Rolas Nusantara Medika Krikilan Banyuwangi.

TABLE II. SCORING RESULTS OF USG METHOD

HURUF	MASALAH	1		2		3		4		TOTAL				
		U	S	G	U	S	G	U	S					
A	Masih adanya pendidikan yang tidak sesuai kualifikasi	0	1	4	0	1	0	2	0	3	3	3	1	18
B	Kurangnya petugas dalam mengikuti pelatihan dan seminar	1	0	0	3	0	2	3	3	2	1	0	4	19
C	Rusaknya map folder	2	4	1	3	4	4	3	2	2	2	3	2	32
D	Penyusunan anggaran secara insidental	3	3	5	3	3	2	2	4	3	3	2	3	36
E	Tidak digunakannya tracer sesuai dengan SPO	5	2	3	5	2	5	3	2	2	4	5	3	41
F	Adanya berkas yang berhimpitan dan menumpuk	4	5	2	1	5	2	2	4	3	2	2	2	34

TABLE III. BRAINSTORMING RESULTS

NO	MASALAH	SOLUSI
1.	Tidak digunakannya tracer sesuai dengan SPO.	1. Perlu dilakukannya sosialisasi tentang penggunaan tracer yang sudah tercantum di SPO. 2. Perlu penambahan perekam medis terutama pada bagian filing. 3. Kepala rekam medis memberikan pengarahan langsung kepada petugas filing tentang penggunaan tracer. 4. Dilakukannya rapat rutin yang terjadwal dengan tujuan untuk mengevaluasi atau memilah kinerja petugas dalam pengelolahan rekam medis. 5. Perlu adanya <i>punishment</i> bagi yang tidak melaksanakan SPO dan perlu diberikannya <i>reward</i> bagi petugas yang memiliki kinerja dengan baik.

IV. CONCLUSIONS AND RECOMMENDATIONS

A. Conclusions

Based on results and discussion, it can be concluded as follows:

- Officers of medical record of Bhakti Husada General Hospital of PT. Rolas Nusantara Medika Krikilan Banyuwangi have DIII Medical Record educational qualifications with some officers never attended seminars and training.
- Most medical record documents are apparently damaged. This will likely pose risks of confidentiality.
- Incidental budgeting is frequently carried out. In other words, when a particular item or medical record document needs to be used, immediate budget will be allocated.
- SPO is needed dealing with documentation, alignment, numbering, retrieval and return of medical record documents in the filing section. Unfortunately, officers do not use tracers to retrieve and return medical record documents on the filing rack.

- Numbers of same medical record documents on one filing rack makes it difficult for officers to find required files.
- Tracer is not used in accordance with the SPO. This will likely impact misfiling.

B. Recommendations

Based on the research analysis of misfiling incidence at the General Hospital of Bhakti Husada PT. Rolas Nusantara Medika Krikilan Banyuwangi, the researchers provide the following recommendations:

- The socialization of tracer use listed on the SPO are urgently needed.
- Medical personnels especially in the filing section are also urgently needed.
- The head of the medical record should direct the filing officer about tracer use.
- Regular meetings with the aim of evaluating and assessing officers's performance in managing medical records should be frequently scheduled.
- Reward and punishment should be conducted for officers dealing with SPO practice.

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