

# Analisis mekanisme pendaftaran pasien Jaminan Kesehatan Nasional (JKN) instalasi rawat jalan Rumah Sakit Islam Jakarta Pondok Kopi Tahun 2014 = Analysis of outpatient registration mechanism with Jaminan Kesehatan Nasional (JKN) Rumah Sakit Islam Jakarta Pondok Kopi 2014 year

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## Abstrak

[Skripsi ini membahas mekanisme pendaftaran pasien dengan Jaminan Kesehatan Nasional di instalasi rawat jalan Rumah Sakit Islam Jakarta Pondok Kopi 2014. Penelitian ini bersifat deskriptif kualitatif yang dilakukan dengan cara observasi, telaah dokumen, dan wawancara mendalam. Hasil penelitian menunjukkan bahwa pelayananan JKN masih belum optimal yang disebabkan oleh beberapa faktor input, diantaranya yaitu ketersediaan sumber daya manusia, penerapan kuota, dan pelaksanaan sistem perjanjian yang masih perlu diperbaiki serta terdapat faktor-faktor lain yang penulis temukan pada saat penelitian. Berdasarkan hasil penelitian tersebut, peneliti menyarankan rumah sakit untuk meningkatkan jumlah tenaga dokter dan kuota serta menyempurnakan sistem perjanjian sehingga seluruh pasien JKN dapat dilayani dengan baik.; This thesis discusses the mechanisms of patient registration with Jaminan Kesehatan Nasional (JKN) in the outpatient installation Rumah Sakit Islam Jakarta Pondok Kopi 2014. This is a descriptive qualitative study conducted by observation, document review, and deep interview. The results showed that pelayananan JKN still not optimal due to several input factors, among which the availability of human resources, the implementation of quotas, and the implementation of the appointment system that still need to be improved and there are other factors that I have found at the time of the study. Based on these results, the researchers suggest hospitals to increase the number of doctors and quotas as well as perfecting the system so that all patients with JKN can be served well., This thesis discusses the mechanisms of patient registration with Jaminan Kesehatan Nasional (JKN) in the outpatient installation Rumah Sakit Islam Jakarta Pondok Kopi 2014. This is a descriptive qualitative study conducted by observation, document review, and deep interview. The results showed that pelayananan JKN still not optimal due to several input factors, among which the availability of human resources, the implementation of quotas, and the implementation of the appointment system that still need to be improved and there are other factors that I have found at the time of the study. Based on these results, the researchers suggest hospitals to increase the number of doctors and quotas as well as perfecting the system so that all patients with JKN can be served well.]