

Evaluasi sistem rujukan jaminan kesehatan nasional di rsud tangerang selatan dan rsu bhineka bakti husada wilayah kota tangerang selatan tahun 2014-2015 = Ady iswadi thomas evaluation of the national health insurance referral system in south tangerang district hospital and bhineka bakti husada hospital region south tangerang city year 2014-2015

Ady Iswadi Thomas, author

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Abstrak

Penelitian ini bertujuan untuk mendapatkan gambaran evaluasi terhadap implementasi sistem rujukan pada program Jaminan Kesehatan Nasional (JKN) di RSUD Tangerang Selatan dan RSUD Bhineka Bakti Husada. Gambaran evaluasi sistem rujukan dapat dilihat pada karakteristik rujukan medik berjenjang melalui pendekatan mutu (quality) dari Donabedian.

Penelitian menggunakan metode kualitatif. Data primer diperoleh melalui wawancara mendalam terhadap 17 informan yang terdiri dari unsur manajemen dan pelaksana teknis Rumah Sakit, Dinas Kesehatan, kementerian Kesehatan dan BPJS serta observasi langsung di beberapa unit layanan terkait. Data sekunder diperoleh melalui data rekam medik dan register pasien.

Pengukuran terhadap karakteristik sistem rujukan terdiri dari standar input yang meliputi kebijakan sistem rujukan dan kelengkapan fasilitas rujukan. Standar process meliputi alur rujukan, kepatuhan terhadap standar operasional prosedur (SOP), ketentuan rujuk balik, prosedur kegawatdaruratan dan monitoring dan evaluasi, kemudian standar output meliputi rujukan yang tepat dan cakupan rujukan baik di rawat jalan maupun rawat inap.

This study aimed to get an overview of the evaluation of the implementation of the referral system in the National Health Insurance program (JKN) in South Tangerang District Hospital and Bhineka Bakti Husada Hospital. Picture evaluation referral system can be seen in the characteristics of tiered medical referral through quality approach framework quality of Donabedian.

Research using qualitative methods. The primary data obtained through interviews of more than 17 informants consisting of elements of management and technical implementation Hospital, Department of Health, Ministry of Health and BPJS as well as direct observation in several units related services.

Secondary data obtained through medical records and registers patients.

Measurement of the characteristics of the reference system consists of standard input covering the referral system policy and completeness of the referral facility. The standard process includes groove reference, adherence to standard operating procedures (SOP), the terms refer turning, emergency procedures and monitoring and evaluation, then standard output includes appropriate referral and referral coverage in both the outpatient and inpatient.