

Gambaran pelaksanaan sistem gatekeeping di berbagai negara: literature review = Overview of gatekeeping system implementation in various countries: literature review

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20527489&lokasi=lokal>

Abstrak

Pelayanan kesehatan primer merupakan elemen utama dari proses pelayanan kesehatan berkelanjutan. Pelayanan kesehatan primer didaulat sebagai level pertama kontak pasien terhadap pelayanan kesehatan. Namun dalam pelaksanaannya apabila tidak dilakukan dengan komprehensif akan berdampak terhadap kesenjangan pelayanan kesehatan di tingkat primer. Hal ini menunjukkan bahwa pelaksanaan pelayanan kesehatan di tingkat primer belum optimal. Oleh sebab itu sistem gatekeeping dirancang untuk mengatasi masalah kesehatan utama di masyarakat yang dikemas secara terjangkau, melalui pelayanan kesehatan promotive, preventif, kuratif, dan rehabilitative. Penelitian ini bertujuan untuk mengetahui gambaran pelaksanaan dan dampak dari implementasi sistem gatekeeping di berbagai negara. Informasi pada penelitian ini diperoleh berdasarkan hasil penelusuran website dan jurnal yang telah dipublikasikan dengan bantuan akses online database seperti ScienceDirect, PubMed, Proquest, dan WileyOnline. Terdapat 10 studi yang termasuk kedalam penelitian ini. Hasil penelitian menunjukkan bahwa sistem gatekeeping telah dilakukan di berbagai negara dengan kebijakan yang berbeda-beda. Faktor dukungan dari unsur tenaga kesehatan, fasilitas pelayanan kesehatan yang memadai dan status pendidikan pasien berkontribusi dalam efektivitas pelaksanaan sistem gatekeeping. Sistem gatekeeping berdampak positif yang menyebabkan utilisasi spesialis di fasilitas pelayanan kesehatan tingkat lanjut menurun dan menyebabkan biaya pengeluaran rendah. Namun, ditemukan bahwa pelaksanaan sistem gatekeeping berdampak negatif terhadap kepuasan pasien yaitu berkurangnya tingkat kepuasan pasien akibat waktu tunggu yang lebih lama dalam mengakses pelayanan kesehatan.

.....Primary health care is the main element of the sustainable health care process. Primary health services are asked to be the first level of patient contact with health services. However, if it is not carried out comprehensively, it will have an impact on health services at the primary level. This shows that the implementation of health services at the primary level has not been optimal. Therefore, the gatekeeping system is designed to address the main health problems in the community that are packaged in an affordable way, through promotive, preventive, curative and rehabilitative health services. This study aims to describe the implementation and impact of the implementation of the gatekeeping system in various countries. The information in this study was obtained based on the results of browsing websites and journals that have received assistance in accessing online databases such as ScienceDirect, PubMed, Proquest, and WileyOnline. There are 10 studies included in this study. The results of the study show that the gatekeeping system has been carried out in various countries with different policies. Support factors from elements of health workers, adequate health care facilities and patient education status contribute to the effectiveness of the implementation of the gatekeeping system. The gatekeeping system has a positive impact on reducing visits to specialists and plays a role in reducing utilization and costs. However, in patient satisfaction the implementation of the gatekeeping system was found to have a negative impact, namely reducing the level of patient satisfaction due to long waiting times in accessing health services.