

## Pelaksanaan kapitasi total di puskesmas wilayah jakarta pusat dilihat dari faktor-faktor yang mempengaruhi angka kunjungan dan rujukan pasien askes

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### Abstrak

Kecenderungan biaya pelayanan kesehatan yang terus meningkat mendorong PT. Askes untuk mencari alternatif pembiayaan yang dapat menghemat dana tanpa mengurangi mutu pelayanan. Salah satu sistem tersebut adalah Sistem Kapitasi Total dimana provider dibayar berdasar jumlah peserta terdaftar yang menjadi tanggungjawabnya. Penerapan sistem kapitasi total tersebut perlu dipantau efektifitasnya dengan melihat kecenderungan angka kunjungan, angka rujukan menurut pesena terdaftar dan angka rujukan menurut kunjungan. Penelitian ini diharapkan dapat diketahui bagaimana kecenderungan tersebut dan faktor-faktor apa yang mempengaruhinya. Penelitian dilakukan di Jakarta Pusat dengan rancangan cross sectional, jumlah sampel 37 puskesmas, menggunakan wawancara terstruktur dan wawancara mendalam, menggunakan data sekunder tahun 1999-2000, analisis data menggunakan SPSS.

Hasil penelitian menunjukkan bahwa setelah penerapan selama 2 tahun, angka kunjungan cenderung menurun, begitu pula angka rujukan menurut jumlah peserta terdaftar sedangkan angka rujukan menurut kunjungan cenderung meningkat. Tingkat puskesmas dan besarnya jasa yang diterima dari PT. Askes ternyata berhubungan dengan angka kunjungan, sedangkan status kepegawaian kepala puskesmas dan pengetahuan kepala puskesmas tentang kapitasi total berhubungan dengan angka rujukan menurut kunjungan. Disarankan agar kapitasi total disosialisasikan kepada provider maupun kepada peserta; sistem pendataan peserta diperkuat, dilakukan pemantauan langsung oleh PT. Askes ke puskesmas dan kemungkinan agar PT. Askes dapat kontrak langsung dengan puskesmas,

*The increasing tendency of the health care cost had forced PT. Askes to seek an alternative financing system, without decreasing the quality of services. One of the systems used is the total capitation where the providers are paid based on the amount of members registered. The effectiveness of the capitation system should be monitored through visit rates, referrals rates per member registered and referral rates per visit. The objective of the study is to describe the rates and factors influencing them. The study is conducted in Central Jakarta, using cross sectional design, involving 37 primary care facilities as unit analysis. The structured and in-depth interview were used as well as the 1999-2000 secondary data, quantitative analysis has been done using SPSS.*

The result of the study showed that after 2 years of implementation, the visit rates had a tendency to decrease, similar result can also be seen on the referral rates per member registered, while the number of referral rates per visit tended to increase. The referral rate is related to the grade of primary health care facility and the amount of payment received from PT. Askes. The study revealed that the referral per visit rate is related to employment status and the knowledge of the total capitation of the head of the primary health care facilities. The study suggested that capitation system should be socialized to the providers and the members. The membership data base system should be improved, PT. Askes should conduct direct monitoring to primary health care facilities and finally to review the possibility of direct contract with the primary health care facilities.