

## ABSTRAK

**Latar Belakang :** Penyakit kronis di Indonesia pada masa JKN bisa ditangani dengan Program Rujuk Balik (PRB). PRB belum berjalan dengan optimal, hanya 34,05% dari 1,18 juta peserta dengan diagnosa rujuk balik di Indonesia yang melaksanakan PRB. Persentase peserta aktif PRB di Puskesmas Rawasari tahun 2020 bulan Januari-Juni mengalami penurunan dari 60,06% menjadi 46,32%, di bulan juli menjadi 49,8% dan di September menjadi 47,09%. Dukungan keluarga sangat dibutuhkan, agar tujuan PRB untuk mengurangi biaya pelayanan kesehatan di FKTL tercapai. Penelitian ini bertujuan untuk mengetahui hubungan dukungan keluarga dengan PRB pasien penderita penyakit kronis peserta BPJS Kesehatan di Puskesmas Rawasari tahun 2021

**Metode :** Penelitian ini adalah penelitian kuantitatif menggunakan *cross sectional*. Populasinya adalah pasien penyakit kronis peserta BPJS Kesehatan yang aktif mengikuti PRB di Puskesmas Rawasari sebanyak 495 orang dengan jumlah sampel 92 responden. Teknik pengambilan sampel menggunakan *accidental sampling*. Data dianalisis secara univariat dan bivariat menggunakan *chi square*.

**Hasil :** Analisis bivariate uji Chi Square didapatkan tidak ada hubungan dukungan emosional ( $p=0,190$ ) dan dukungan penilaian ( $p=0,130$ ). Sementara ada hubungan dukungan instrumental ( $p=0,043$ ) dan dukungan informasional ( $p=0,001$ )

**Kesimpulan :** Variabel yang berhubungan dukungan instrumental dan informasional. Variabel yang tidak berhubungan dukungan emosional dan penilaian. Diperlukan adanya dukungan keluarga untuk meningkatkan keaktifan peserta PRB.

**Kata Kunci :** Dukungan Keluarga, Program Rujuk Balik, BPJS Kesehatan

## ABSTRACT

**Background:** Chronic diseases in Indonesia during the JKN period can be treated with the Referral Program (PRB). PRB has not been running optimally, only 34.05% of the 1.18 million participants with referral diagnoses in Indonesia carried out PRB. The percentage of active PRB participants at the Rawasari Health Center in 2020 in January-June decreased from 60.06% to 46.32%, in July to 49.8% and in September to 47.09%. Family support is very much needed, so that the goal of PRB to reduce the cost of health services in FKTL is achieved. This study aims to determine the relationship between family support and PRB for patients with chronic diseases who are BPJS Health participants at the Rawasari Health Center in 2021

**Methods:** This research is a quantitative research with a cross sectional approach. The population in this study were chronic disease patients who were BPJS Health participants who actively participated in DRR at Rawasari Health Center as many as 495 people with a total sample of 92 respondents. The sampling technique was carried out using accidental sampling. Data were analyzed by univariate and bivariate using chi square.

**Results:** Bivariate analysis of Chi Square test found that there was no relationship between emotional support ( $p=0.190$ ) and assessment support ( $p=0.130$ ). While there is a relationship between instrumental support ( $p=0.043$ ) and informational support ( $p=0.001$ )

**Conclusion:** Variables related to instrumental and informational support. Variables that do not relate emotional support and assessment. Family support is needed to increase the activity of DRR participants

**Keywords:** *Family Support, Refer Back Program, BPJS Health*