

ABSTRACT

Background: Optimizing referral system services is an important matter in the enforcement of health services in Indonesia. The high number of referrals at the Paal X Health Center indicates that the implementation of the referral system has not run optimally. The purpose of this study was to analyze the implementation of tiered referrals for patients participating in the national health insurance at the Paal X Health Center, Jambi City.

Method: This study uses qualitative methods to obtain more in-depth information through interviews and observations of informants. The key informants in this study were people who had the basic information needed, so the key informants in this study were the Head of the Paal X Health Center in Jambi City.

Results: The results of this study indicate that the quality of human resources is quite good, but the quantity of human resources is still lacking. The availability of health facilities and facilities is complete. Medicines at the Puskesmas are adequate, but not in accordance with the applicable National Fornas. The implementation of the referral system at the Puskesmas is in accordance with applicable regulations, however, there are still many patients who ask for referrals at their own request.

Conclusion: Availability of Human Resources and Availability of Medicines at the Paal X Health Center has an effect on the occurrence of a high referral rate at the Paal X Health Center and there are still referrals at their own request due to the patient's ignorance of the referral flow.

Keywords: Referral system, National Health Insurance, Public Health Center

ABSTRAK

Latar Belakang: Mengoptimalkan pelayanan sistem rujukan merupakan suatu hal yang penting dalam penegakan pelayanan kesehatan di Indonesia. Tingginya angka rujukan di Puskesmas Paal X menunjukkan bahwa implementasi sistem rujukan belum berjalan secara optimal. Tujuan penelitian ini ialah menganalisis pelaksanaan rujukan berjenjang pada pasien peserta jaminan kesehatan nasional di Puskesmas Paal X Kota Jambi.

Metode: Penelitian ini menggunakan metode kualitatif untuk mendapatkan informasi yang lebih mendalam melalui proses wawancara dan observasi kepada informan. Informan kunci pada penelitian ini yakni orang yang mempunyai informasi dasar yang dibutuhkan., maka informan kunci pada penelitian ini adalah Kepala Puskesmas Paal X Kota Jambi.

Hasil: Hasil penelitian ini menunjukkan bahwa kualitas SDM sudah cukup baik, namun kuantitas SDM masih kurang. Ketersediaan sarana dan fasilitas kesehatan sudah lengkap. Obat-obatan di Puskesmas masih kurang lengkap dan belum sesuai dengan formasi yang berlaku. Pelaksanaan sistem rujukan di Puskesmas sudah sesuai dengan peraturan yang berlaku, akan tetapi masih banyak pasien yang meminta rujukan atas permintaan sendiri.

Kesimpulan: Ketersediaan Sumber Daya Manusia dan Ketersediaan Obat-obatan di Puskesmas Paal X berpengaruh terhadap terjadinya tinggi angka rujukan di Puskesmas Paal X dan masih terdapat rujukan atas permintaan sendiri yang dikarenakan ketidaktahuan pasien mengenai alur rujukan.

Kata Kunci : Sistem rujukan, Jaminan Kesehatan Nasional, Puskesmas