

EVALUASI PELAKSANAAN SISTEM RUJUKAN BERJENJANG PASIEN BPJS KESEHATAN DI PUSKESMAS KELAPA GADING JAKARTA UTARA

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Abstrak

Sistem rujukan berjenjang berperan penting dalam menjamin pelayanan kesehatan yang terstruktur dan efisien. Puskesmas memiliki peran sebagai gatekeeper dalam sistem rujukan berjenjang, namun pelaksanaan sistem rujukan berjenjang di Puskesmas Kelapa Gading masih menghadapi berbagai kendala seperti gangguan sistem informasi rujukan, keterbatasan fasilitas, dan rendahnya pemahaman pasien terhadap kebijakan rujukan. Penelitian ini bertujuan mengevaluasi pelaksanaan sistem rujukan berjenjang pasien BPJS Kesehatan di Puskesmas Kelapa Gading berdasarkan Permenkes No. 16 Tahun 2024 dan pedoman BPJS. Penelitian ini menggunakan metode deskriptif kualitatif dengan pendekatan evaluasi Input-Process-Output melalui wawancara mendalam, observasi, dan telaah dokumen. Hasil menunjukkan bahwa sistem rujukan telah dilaksanakan sesuai prosedur, seperti pemanfaatan SISROUTE, pelaksanaan alur rujukan, dan pembagian tugas tenaga kesehatan yang jelas. Rasio rujukan berada pada kisaran 9,1% hingga 9,8%, masih di bawah batas maksimal 15% yang ditetapkan BPJS, dan sebagian besar rujukan dilakukan atas dasar indikasi medis yang tepat. Namun, masih ditemukan hambatan berupa keterbatasan Sumber Daya Manusia, kurangnya pemahaman pasien, serta gangguan sistem digital. Oleh karena itu, diperlukan perbaikan berkelanjutan melalui peningkatan sosialisasi kepada pasien, optimalisasi sistem digital, dan penambahan sumber daya agar sistem rujukan berjalan lebih efektif dan sesuai regulasi.

Kata Kunci : Evaluasi, Pasien BPJS Kesehatan, Puskesmas, Sistem Rujukan Berjenjang

EVALUATION OF THE IMPLEMENTATION OF THE TIERED REFERRAL SYSTEM FOR BPJS HEALTH INSURANCE PATIENTS AT PUSKESMAS KELAPA GADING NORTH JAKARTA

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Abstract

The tiered referral system plays an important role in ensuring structured and efficient healthcare services. Community Health Centers (Puskesmas) play a role as gatekeepers in the tiered referral system, but the implementation of the tiered referral system at Puskesmas Kelapa Gading still faces various obstacles such as disruptions in the referral information system, limited facilities, and low patient understanding of the referral policy. This study aims to evaluate the implementation of the tiered referral system for BPJS Kesehatan patients at Puskesmas Kelapa Gading based on Permenkes No. 16 of 2024 and BPJS guidelines. This research employs a qualitative descriptive method with an Input-Process-Output evaluation approach through in-depth interviews, observations, and document reviews. The results show that the referral system has been implemented according to procedures, such as the utilization of SISRUITE, the execution of the referral flow, and the clear division of tasks among healthcare workers. The referral ratio is in the range of 9.1% to 9.8%, still below the maximum limit of 15% set by BPJS, and most referrals are made based on appropriate medical indications. However, there are still obstacles such as limited Human Resources, lack of patient understanding, and digital system disruptions. Therefore, continuous improvements are needed through increased patient outreach, optimization of the digital system, and resource addition so that the referral system runs more effectively and in accordance with regulations.

Kata Kunci : Evaluation, BPJS Health Insurance Patients, Puskesmas, Tiered Referral System