

ANALISIS SISTEM PELAYANAN PESERTA BPJS DI POLIKLINIK PENYAKIT DALAM RSUP DR. M DJAMIL PADANG TAHUN 2015

Oleh Syafruddin No. BP 1320322016

(Dibawah Bimbingan dr. Hardisman, MHID, Dr.PH (Med)
dan dr. Wihardi Trimam MQIH

ABSTRAK

Data pengaduan/keluhan pelanggan pada Instalasi Humas dan Pengaduan Masyarakat RSUP Dr. M Djamil Padang tahun 2014 yang masuk ke Instalasi Rawat Jalan diantaranya Poliklinik Penyakit Dalam ditemukan terdapat 106 pengaduan. Penelitian ini bertujuan menganalisis sistem pelayanan peserta BPJS di Poliklinik Penyakit Dalam RSUP Dr M Djamil Padang tahun 2015.

Jenis penelitian yang digunakan adalah studi kualitatif. Informan penelitian ini adalah Direktur Medik dan Keperawatan, kepala bidang pelayanan medik, kepala instalasi rawat jalan, kepala ruangan penyakit dalam, petugas poliklinik sebanyak 6 orang dan pasien yang berkunjung ke poliklinik penyakit dalam RSUP Dr. M Djamil Padang. Pengumpulan data menggunakan wawancara mendalam (*indepth interview*), *focus group discussion* (FGD) dan observasi. Data dianalisis secara triangulasi teknik dan sumber.

Hasil penelitian didapatkan pegawai kurang mendapatkan informasi sosialisasi kebijakan pelayanan BPJS karena hanya terbatas pada *Top Manager*. Pendanaan dalam pelayanan didukung oleh dana dari pemerintah pusat dan dari BPJS. Ketenagaan dari segi kuantitas masih terdapat kekurangan karena terdapat pegawai yang akan pensiun, pindah tugas ke bagian lain, dan telah memasuki usia lanjut sehingga berpengaruh kepada produktifitas kerja. Pengambilan keputusan mengenai kebutuhan prasarana tidak melibatkan instalasi. Sedangkan mutu pelayanan, jika dilihat kehandalan, daya tanggap, jaminan, kepedulian telah baik dan bukti fisik telah cukup dan mampu menjawab kebutuhan pasien.

Kesimpulan penelitian ini pegawai kurang mendapatkan informasi sosialisasi kebijakan pelayanan BPJS karena hanya terbatas pada *Top Manager*. Pendanaan dalam pelayanan didukung oleh dana dari pemerintah pusat dan dari BPJS. Ketenagaan dari segi kuantitas masih terdapat kekurangan karena terdapat pegawai yang akan pensiun, pindah tugas ke bagian lain, dan telah memasuki usia lanjut. Pengambilan keputusan mengenai kebutuhan prasarana kurang kepada instalasi. Jika dilihat kehandalan, daya tanggap, jaminan, kepedulian telah baik dan bukti fisik telah cukup dan mampu menjawab kebutuhan pasien. Penelitian menyarankan perlu adanya peningkatan koordinasi dalam sosialisasi kebijakan yang dilakukan terutama mengenai pelayanan BPJS, rotasi pegawai yang tepat dan pengajuan penambahan tenaga baru serta pengambilan keputusan mengenai kebutuhan prasarana kepada instalasi.

Daftar Pustaka : 26 (2003-2014)

Kata Kunci : Pelayanan, BPJS, Mutu

ANALYSIS OF BPJS SERVICE SYSTEM PARTICIPANTS AT INTERNAL MEDICINE POLYCLINIC DR. M DJAMIL HOSPITAL PADANG 2015

By Syafruddin No. BP 1320322016

(Supervisors by dr. Hardisman, MHID, Dr.PH (Med)
and dr. Wihardi Triman MQIH

ABSTRACT

Data complaints of customers on Installation of Public Relations and Public Complaints Dr. M Djamil Hospital Padang 2014 known Outpatients Installation consist of internal medicine polyclinic found there are 106 complaints. This study aimed to analysis of BPJS service system participants at internal medicine polyclinic Dr. M Djamil Hospital Padang 2015.

This type of research is a qualitative study. The informants are Director of Medical and Nursing, head of medical services, head of outpatient installation, head of internal medicine room, clinic officials as many as 6 people and patients who visit the internal medicine polyclinic Dr. M Djamil Hospital Padang. Collecting data using in-depth interviews, focus group discussion (FGD) and observation. Data were analyzed by triangulation.

The result showed BPJS policy dissemination to employees lack about BPJS service that the only Top Manager known. Funding in the service supported by central government budget and from BPJS. Human resources in terms of quantity there is still a shortage because there are employees who will retire, move the task to another, and has entered old age and therefore contributes to the productivity of work. Facilities and infrastructure have been enough because it has to meet the standards. However, information on the decision making regarding the installation needs without involving installation. While the service quality, when viewed reliability, responsiveness, assurance, concern has been good and have enough physical evidence and respond to the needs of the patient.

The conclusion policy dissemination employees lack information because it is confined to the Top Manager. Funding in the service supported by central government budget and from BPJS. Human resources in terms of quantity there is still a shortage because there are employees who will retire, move the task to another, and has entered old age. The decision making regarding the installation needs without involving installation. While the service quality, when viewed reliability, responsiveness, assurance, concern has been good and have enough physical evidence and respond to the needs of the patient. This study suggests need improved coordination in policy dissemination done primarily about serving of BPJS, rotation right employees and filing the addition of new personnel and decision making regarding the infrastructure to the needs of the installation.

References : 26 (2003-2014)

Key Words : Service, BPJS, quality