

**FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS ANDALAS**

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**ANALISIS PELAYANAN RUJUKAN PESERTA BPJS KESEHATAN DI PUSKESMAS
LUBUK BUAYA KOTA PADANG TAHUN 2016**

xi + 66 halaman + 16 tabel + 1 gambar, 9 lampiran

ABSTRAK

Tujuan

Puskesmas merupakan unit kerja yang berperan sebagai *gatekeeper* dalam mendukung program JKN atau pemberi pelayanan kesehatan dasar agar berfungsi optimal sesuai dengan standar medik yang komprehensif meliputi pelayanan promotif, preventif dan rehabilitatif. Tujuan penelitian ini adalah untuk mengetahui informasi mendalam tentang analisis pelayanan rujukan peserta BPJS kesehatan di Puskesmas Lubuk Buaya tahun 2016

Metode

Penelitian ini menggunakan metode penelitian kualitatif. Teknik pemilihan informan yang digunakan adalah *purposive sampling*. Pengumpulan data dilakukan dengan cara wawancara mendalam, *Focus Group Discussion* (FGD), telaah dokumen, dan observasi. Data diolah dengan cara mereduksi data ke dalam matrik hasil wawancara mendalam. Penelitian ini dilakukan di Puskesmas Lubuk Buaya.

Hasil

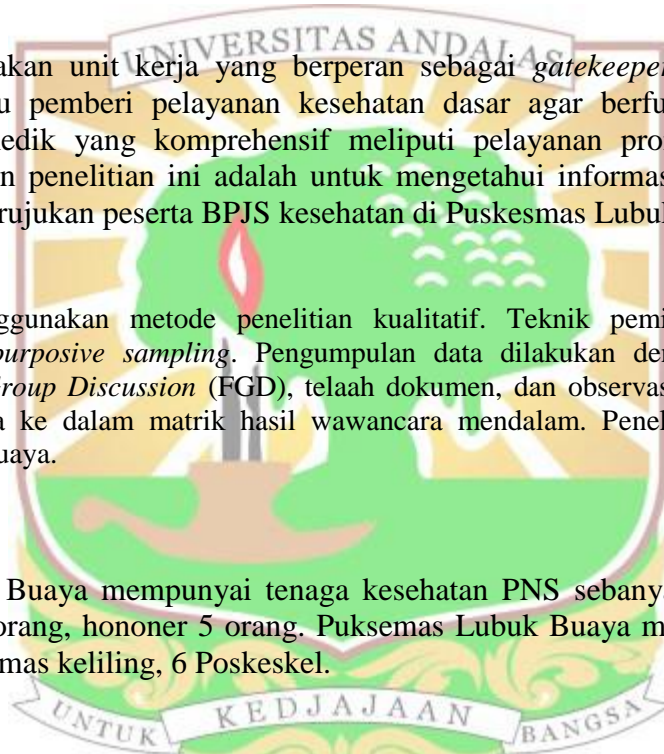
Puskesmas Lubuk Buaya mempunyai tenaga kesehatan PNS sebanyak 48 orang, PTT 9 orang, Volontir 7 orang, honorer 5 orang. Puskesmas Lubuk Buaya memiliki 6 puskesmas pembantu, 1 Puskesmas keliling, 6 Poskeskel.

Kesimpulan

Kebijakan yang digunakan Puskesmas Lubuk Buaya telah mengacu pada kebijakan yang berlaku, namun sarana dan prasarana yang diperlukan belum mencukupi, sehingga dalam pelaksanaan kegiatannya kurang maksimal. Oleh karena itu diharapkan kepada pihak Puskesmas Lubuk Buaya untuk melengkapi sarana dan prasarana penunjang yang diperlukan dan penambahan tenaga JKN agar kegiatan pelayanan kesehatan dan proses rujukan JKN dapat dilaksanakan dengan baik.

Daftar Pustaka : 46 (2001-2015)

Kata Kunci : Pelayanan, Rujukan, Badan Penyelenggara Jaminan Kesehatan



FACULTY OF PUBLIC HEALTH

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REFERRAL SERVICE OF BPJS PATIENTS ANALYSIS IN LUBUK BUAYA HEALTH CENTER PADANG IN 2016

xi + 66 pages + 16 tables + 1 images + 9 attachments

ABSTRACT

Objective

Primary health care is one of the unit that acts as a gatekeeper in supporting the program JKN or primary health care provider in order to function optimally in accordance with medical standards that comprehensively covers promotive, preventive and rehabilitative. The purpose of this study was to determine the in-depth information about the analysis of the participants BPJS health referral services in health centers Lubuk Buaya 2016

Method

This study uses a qualitative method research. The informant quotation was done by purposive sampling. The data collecting was done by in-depth interview, focus group discussion, document analysis, and observation. The data was reduced into the matrix result of in-depth interview. This study was held in Lubuk Buaya Health Center.

Result

Lubuk Buaya Health Center has health workers as many as 48 people, 9 PTT, 7 volunteer, and 5 honoree. Lubuk Buaya Health Center has six subsidiary health centers, 1 circumferential health centers, 6 Poskeskel.

Conclusion

The policies that used in Lubuk Buaya Health Center had been referred to the policies that is prevailed by the government, however the facilities and infrastructures provided still is insufficient, thus the implementation of the activities hasn't in its maximum level yet. Therefore, it is expected to the Lubuk Buaya Health Center to complete the facilities and infrastructure that is necessary and addition for JKN personnels so that the health service activities and referral service for BPJS could be held properly.

References : 46 (2001-2015)

Keywords : Services, Referral, Health Security Agency

