



**ANALISIS PELAKSANAAN RUJUKAN PASIEN PESERTA
JAMINAN KESEHATAN NASIONAL (JKN)
DI PUSKESMAS ALAI KOTA PADANG**

**OLEH:
MULA HIYATUL HIKMAH**

NIM 2111212067

FAKULTAS KESEHATAN MASYARAKAT

UNIVERSITAS ANDALAS

PADANG, 2025



UNIVERSITAS ANDALAS

**ANALISIS PELAKSANAAN RUJUKAN PASIEN PESERTA
JAMINAN KESEHATAN NASIONAL (JKN)
DI PUSKESMAS ALAI KOTA PADANG**

**OLEH:
MULA HIYATUL HIKMAH
NIM 2111212067**

**Diajukan Sebagai Pemenuhan Syarat Untuk Mendapatkan Gelar
Sarjana Kesehatan Masyarakat**

**FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS ANDALAS
PADANG, 2025**

ABSTRAK

**FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS ANDALAS**

Skripsi, 19 Januari 2026

MULA HIYATUL HIKMAH, NIM.2111212067

ANALISIS PELAKSANAAN RUJUKAN PASIEN PESERTA JAMINAN KESEHATAN NASIONAL (JKN) DI PUSKESMAS ALAI KOTA PADANG

xi+104 halaman, 18 tabel, 4 gambar, 10 lampiran

ABSTRAK

Tujuan Penelitian

Rasio rujukan pasien Jaminan Kesehatan Nasional di Puskesmas Alai Kota Padang tinggi yaitu 27,53% dan melebihi standar ketentuan BPJS Kesehatan. Tujuan penelitian ini adalah untuk menganalisis pelaksanaan rujukan pasien JKN di Puskesmas Alai.

Metode

Penelitian dilakukan di Puskesmas Alai pada Juni 2025 hingga Januari 2026 menggunakan metode kualitatif pendekatan studi kasus dengan informan 7 orang yang dipilih secara *purposive sampling*. Pengumpulan data dengan wawancara mendalam, observasi, dan telaah dokumen. Keabsahan data menggunakan triangulasi sumber dan teknik.

Hasil

Ketersediaan SDM masih belum mencukupi untuk tenaga dokter gigi dan belum terdapat tenaga ahli fisioterapi dan psikolog klinis. Kelengkapan sarana dan prasarana 52,87%, dental kit dalam kondisi rusak, alat pemeriksaan laboratorium widal dan kreatinin belum tersedia, sarana fisioterapi belum tersedia. Ketersediaan obat hanya 34,6% dari total obat pada formularium nasional. Penegakan diagnosis telah sesuai SOP namun masih terdapat kasus non spesialisik yang dirujuk yaitu diabetes melitus dan hipertensi. Permintaan rujukan oleh pasien masih sering terjadi karena preferensi pasien terhadap pengobatan spesialis.

Kesimpulan

Pelaksanaan sistem rujukan pasien peserta JKN di Puskesmas Alai belum optimal, akibat kekurangan SDM, keterbatasan sarana dan prasarana serta obat-obatan, kasus non-spesialistik yang masih dirujuk, serta adanya permintaan rujukan oleh pasien/keluarga sendiri.

Daftar Pustaka : 39 (2005-2025)

Kata Kunci : Analisis, Rujukan, Jaminan Kesehatan Nasional, Puskesmas, FKTP

ABSTRACT

**FACULTY OF PUBLIC HEALTH
ANDALAS UNIVERSITY**

Undergraduate Thesis, 19 January 2026

MULA HIYATUL HIKMAH, NIM.2111212067

ANALYSIS OF THE IMPLEMENTATION OF REFERRALS FOR NATIONAL HEALTH INSURANCE (JKN) PARTICIPANTS AT THE ALAI COMMUNITY HEALTH CENTER IN PADANG CITY

xi+ 104 pages, 18 tables, 4 pictures, 10 appendices

ABSTRACT

Research Objective

The referral ratio of National Health Insurance patients at the Alai Community Health Center, Padang City is high at 27,53% and exceeds the BPJS Health standard. This study aims to analyze the implementation of JKN patient referral system at the Alai Community Health Center.

Method

This study was conducted at the Alai Community Health Center from June 2025 to January 2026 using a qualitative case study approach with seven informants selected through purposive sampling. Data were collected through in-depth interviews, observation, and document review. Data validity was ensured through source and method triangulation.

Result

The availability of human resources is still insufficient for dentists and there are no physiotherapists. Facilities and infrastructure are 52.87% complete, dental kits are damaged, widal and creatinine laboratory testing equipment is unavailable, and physiotherapy facilities are not available. The availability of medicines is only 34.6% of the total medicines listed in the national formulary. Diagnosis is carried out in accordance with standard operating procedures, however, some non-specialist cases are still referred namely diabetes melitus and hypentension. Patient requests for referrals are still common due to patient preferences for specialist treatment.

Conclusion

The implementation of the referral system for JKN participants at the Alai Community Health Center has not been fully optimized due to a shortages of human resources, limited facilities and infrastructure, a lack of medicines, non-specialist cases that are still referred, and referral requests initiated by patients or their families.

References : 39 (2005-2025)

Keywords : Analysis, Referrals, National Health Insurance, Community Health Centers, FKTP