ABSTRACT

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ANALYSIS OF THE NATIONAL HEALTH INSURANCE (JKN) *REFFERAL SYSTEM PRIMARY CLINICS IN BANDUNG REGENCY IN 2023*

Based on data on the referral ratio of BPJS patients, it is still quite high and has not reached the target, Primary Clinic X has participated in 3 monitoring and evaluations due to 3 consecutive years being found to exceed the referral ratio of 10% of the contact number. The research method used is a type of qualitative research, using a semi-structured in-depth interview method. The sampling technique using purposive sampling resulted in six informants. Researchers took 6 indicators from Van Meter and Van Horn's theory, standards and objectives, resources, communication, characteristics of the implementing agency, disposition, and environment in order to find out the policy implementation carried out by one of the Primary Clinics in Bandung Regency regarding the referral system that should not exceed 10% of the total visits. The results showed that the referral system of Primary Clinic X in Bandung Regency, standards and objectives had followed existing policies, the availability of resources was not fully adequate to meet standards and achieve predetermined goals, communication carried out by the BPJS Health to the clinic either by telephone, whatsapp, or holding meetings presumably had not fulfilled the referral system countermeasures, it was just that communication between staff did not explain the anticipation of suppression of the referral system, the characteristics of the implementing agency showed that the SOP was not clear and the fragmentation of the duties of the PIC and other parties was hampered, as well as the disposition of the attitude of the implementers was found to have exhausted the efforts made as it was, due to the influencing environment. This research suggestion can be useful and useful as a consideration for JKN policy implementation regarding the referral system for Primary Clinic X in Bandung Regency.

Keywords: Policy Implementation. BPJS, Primary Clinic