

**ANALISIS KEBIJAKAN REGIONALISASI RUJUKAN  
TERHADAP JUMLAH KUNJUNGAN DAN KEPUASAN  
PESERTA JAMINAN KESEHATAN NASIONAL  
DI FASILITAS KESEHATAN RUJUKAN  
TINGKAT LANJUTAN KABUPATEN BANTUL**

**Amirul Mustofa<sup>1</sup>, Arlina Dewi<sup>2</sup>**

Program Studi Manajemen Rumah Sakit, Program Pasca Sarjana,  
Universitas Muhammadiyah Yogyakarta

**ABSTRAK**

**Latar Belakang:** Kebijakan regionalisasi dan sistem rujukan berjenjang dikeluarkan untuk memenuhi aspek ketersediaan sarana fasilitas kesehatan dan kepuasan peserta Jaminan Kesehatan Nasional (JKN). Penelitian ini dilakukan untuk mengetahui perbedaan jumlah kunjungan dan tingkat kepuasan sebelum dan sesudah kebijakan regionalisasi rujukan diberlakukan. **Metode:** Jenis penelitian ini adalah penelitian kuantitatif dengan pendekatan *Cross Sectional Study*. Penelitian ini menggunakan data sekunder peserta JKN yang datang di poli rawat jalan dan rawat inap di Rumah Sakit (RS) Kabupaten Bantul. Analisa data menggunakan Uji *paired t-test* berpasangan dan Uji *Analisis of varian (Anova)*. *Output Test of Normality* bahwa data kunjungan dan kepuasan berdistribusi normal. Data penelitian diambil di 7 RS karena mempunyai data lengkap terkait dengan jumlah kunjungan pasien rawat jalan tingkat lanjut dan rawat inap tingkat lanjut serta data kepuasan peserta JKN di Fasilitas Kesehatan Rujukan Tingkat Lanjutan (FKRTL) sebelum dan sesudah kebijakan diberlakukan. **Kesimpulan:** Jumlah kunjungan sebelum dan sesudah kebijakan diberlakukan menunjukkan ada perbedaan bermakna secara statistik. Kepuasan sesudah kebijakan diberlakukan menunjukkan tidak ada perbedaan yang bermakna secara statistik antara tahun 2015 dan 2016. Jumlah kunjungan sesudah kebijakan diberlakukan menunjukkan tidak ada perbedaan yang bermakna secara statistik antar jenis FKRTL . Jumlah kunjungan sesudah kebijakan tersebut diberlakukan menunjukkan ada perbedaan yang bermakna secara statistik antar kelas FKRTL. **Kata Kunci:** Jaminan Kesehatan Nasional, Regionalisasi, Kebijakan

# **ANALYSIS OF REGIONALIZATION OF A NUMBER OF REFERRAL PATIENTS' VISITS AND SATISFACTION OF THE NATIONAL HEALTH CARE INSURANCE AT THE PREFERRED FURTHER TREATMENT HEALTH CARE FACILITIES IN THE REGENCY OF BANTUL**

Amirul Mustofa<sup>1</sup>, Arlina Dewi<sup>2</sup>

Hospital Management Studies Program, Post Graduate Program,  
University of Muhammadiyah Yogyakarta

## **ABSTRACT**

**Background:** A regionalization policy and referral system tiered to meet the aspect of availability of health facility facilities and JKN participant satisfaction. This study was conducted to determine the influence of regionalization policy referral effect on the number of visits and the level of satisfaction of JKN patients in FKRTL throughout Bantul District. **Method:** This research type is quantitative research with *Cross Sectional Study approach*. This study used secondary data of JKN participants who came in FKRTL Bantul District. Data analysis using *paired t-test* paired and *Test Analysis of variance (Anova)*. Based on the *Test of Normality's output* that visit data and satisfaction are normally distributed. The number of selected hospitals is 7 because it has complete data related to the number of RJTL and RITL patient visits as well as data on JKN participants' satisfaction in FKRTL before and after the policy is enacted. **Result:** The number of visits before and after the policy came into effect shows that there is a statistically significant difference. Satisfaction after the policy enacted showed no statistically significant difference between 2015 and 2016. The number of patient visits after the policy was enacted showed no statistically significant difference between the types of FKRTL. The number of patient visits after the policy was in place showed that there was a statistically significant difference between the FKRTL classes. **Keywords:** National Health Insurance, Regionalization, policy