

ABSTRAK

Pelayanan rujukan pasien rawat jalan merupakan bagian penting dalam penyelenggaraan pelayanan kesehatan di Puskesmas, terutama bagi pasien yang memerlukan penanganan lebih lanjut pada fasilitas kesehatan tingkat lanjutan. Penelitian ini bertujuan untuk menggambarkan pelaksanaan pelayanan rujukan pasien rawat jalan serta mengidentifikasi faktor-faktor yang menjadi pendukung dan penghambat dalam pelaksanaannya di Puskesmas Kuta Krueng, Kecamatan Bandar Dua, Kabupaten Pidie Jaya. Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Data diperoleh melalui wawancara, observasi, dan dokumentasi. Informan penelitian terdiri atas Kepala Puskesmas, Dokter Umum, Kepala Tata Usaha, Operator Rujukan, dan pasien. Analisis data dilakukan melalui kondensasi data, penyajian data, serta penarikan kesimpulan, sedangkan keabsahan data diperiksa melalui triangulasi sumber dan teknik. Hasil penelitian menunjukkan bahwa pelayanan rujukan pasien rawat jalan pada dasarnya telah dilaksanakan berdasarkan kondisi dan indikasi medis pasien serta mengacu pada prosedur yang telah ditetapkan. Pelaksanaan tersebut didukung oleh Standar Operasional Prosedur (SOP), ketersediaan ambulans, serta kemampuan petugas dalam memberikan informasi dan pendampingan kepada pasien. Namun, pelaksanaannya belum sepenuhnya optimal karena masih ditemukan gangguan jaringan internet dan sistem aplikasi rujukan, kendala administrasi kepesertaan BPJS, ketidaktepatan waktu sebagian petugas, serta pemahaman pasien atau keluarga yang belum sepenuhnya mengenai prosedur rujukan. Berdasarkan lima dimensi kualitas pelayanan Fitzsimmons, aspek Reliability dan Responsiveness masih memerlukan peningkatan. Oleh karena itu, diperlukan penguatan pelaksanaan SOP, peningkatan kedisiplinan dan kompetensi petugas, serta perbaikan dukungan sistem rujukan digital untuk meningkatkan kualitas pelayanan.

Kata Kunci: *BPJS Kesehatan, Kualitas Pelayanan, Pelayanan Rujukan, Puskesmas*

ABSTRACT

Outpatient referral services are an important component of health service delivery at community health centers, particularly for patients who require further treatment at higher-level health facilities. This study aims to describe the implementation of outpatient referral services and identify the supporting and inhibiting factors affecting their implementation at Kuta Krueng Community Health Center, Bandar Dua District, Pidie Jaya Regency. This study employed a qualitative approach with a descriptive research design. Data were collected through interviews, observation, and documentation. The research informants consisted of the Head of the Community Health Center, a General Practitioner, the Head of Administration, a Referral Operator, and patients. Data were analyzed through data condensation, data display, and conclusion drawing, while data validity was examined through source and technique triangulation. The findings indicate that outpatient referral services have generally been implemented based on patients' medical conditions and indications and in accordance with established procedures. The implementation is supported by Standard Operating Procedures (SOPs), the availability of an ambulance, and the ability of staff to provide information and assistance to patients throughout the referral process. However, the implementation has not been fully optimal due to internet and referral application disruptions, administrative problems related to BPJS membership, delays in the attendance of some staff, and patients' or families' incomplete understanding of referral procedures. Based on Fitzsimmons' five dimensions of service quality, the Reliability and Responsiveness dimensions still require improvement. Therefore, strengthening SOP implementation, improving staff discipline and competence, and enhancing digital referral system support are necessary to improve the quality of outpatient referral services.

Keywords: BPJS Health Insurance, Community Health Center, Referral Service, Service Quality