ABSTRAK

RELIABILITAS DAN RESPONSIVITAS PELAYANAN KESEHATAN TERHADAP PASIEN KECELAKAAN LALU LINTAS TUNGGAL DENGAN JAMINAN KESEHATAN NASIONAL DI RUMAH SAKIT ORTHOPAEDI PURWOKERTO

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Latar Belakang : Program Jaminan Kesehatan Nasional Republik Indonesia melalui BPJS Kesehatan yang bekerja sama dengan PT. Jasa Raharja dalam memenuhi kebutuhan pelayanan kesehatan pasien akibat kecelakaan lalu lintas tunggal. Program ini dilaksanakan oleh RS Orthopaedi Purwokerto berdasarkan sistem INSIDEN dalam meningkatkan kualitas pelayanan kesehatan guna memudahkan pasien kecelakaan lalu lintas tunggal. Kualitas pelayanan kesehatan dapat diukur melalui beberapa indikator diantaranya reliabilitas dan responsivitas, ketidakpahaman pasien dalam memanfaatkan jaminan BPJS Kesehatan dan kurang tanggapnya petugas kesehatan berpengaruh pada kualitas kesehatan. Penelitian ini bertujuan untuk mendeskripsikan pengalaman yang dialami pasien terhadap reliabilitas dan responsivitas pelayanan kesehatan dengan JKN di RS Orthopaedi purwokerto.

Metodologi : Penelitian ini merupakan penelitian kualitatif deskriptif dengan desain studi fenomenologi. Sumber data didapatkan melalui wawancara mendalam, studi dokumen dan observasi.

Hasil Penelitian : Inkonsistensi Reliabilitas dan Responsivitas pelayanan kesehatan yang tidak maksimal terhadap pelayanan pasien kecelakaan lalu lintas tunggal dengan JKN mempengaruhi kualitas pelayanan kesehatan. Perbaikan melalui peningkatan kualitas sumber daya manusia serta sosialisasi yang menjangkau seluruh pihak dalam mengimplementasikan program.

Kesimpulan : Keterbatasan petugas dalam menyelenggarakan pelayanan secara akurat dan kurangnya respon petugas terhadap harapan, keinginan serta aspirasi pasien yang ingin memanfaatkan pelayanan.

Kata Kunci : Reliabilitas, Responsivitas, JKN

ABSTRACT

RELIABILITY AND RESPONSIVNESS HEALTH CARE OF ACCIDENT PATIENT WITH NATINONAL HEALTH INSURANCE AT HOSPITAL ORTHOPAEDI PURWOKERTO

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Background: *The National Health Insurance Program through the Health BPJS in collaboration with PT. Jasa Raharja in meeting the needs of patient health services due to a single traffic accident. This program is carried out by Orthopedic Hospital Purwokerto based on the INSIDEN system in improving the quality of health services in order to facilitate single traffic accident patients. The quality of health services can be measured through several indicators including reliability and responsiveness, patient misunderstanding in utilizing BPJS Health insurance and lack of responsiveness of health workers affect the quality of health. This study aims to describe the experiences experienced by patients of the reliability and responsiveness of health services with JKN in Orthopedic Hospital Purwokerto.*

Methodology: *The research used qualitative descriptive with fenomenologi study desain. Data source were obtained through in-dept interview, documentation studies and observation.*

Research's Results: *Inconsistency The reliability and responsiveness of health services that are not optimal to the service of single traffic accident patients with JKN affect the quality of health services. Improvements through improving the quality of human resources and outreach that reach all parties in implementing the program.*

Conclusion: *Limitations of staff in carrying out services accurately and the lack of staff responses to the hopes, desires and aspirations of patients who want to take advantage of services.*

Keywords: *Reliability, Responsiveness, JKN*