The Corralation between Knowledge and Satisfaction Level with the High Referral of Patients Participating in the National Health Insurance (NHI) at First Level Health Facilities (FLHF)

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Abstract

A health service that regulates the delegation of duties and responsibilities for health services that cannot be implemented at the basic (primary) service level due to limited infrastructure, medical personnel and the presence of anamnesis that requires patients to receive further health services such as specialist services. The still high number of patient referrals shows that community health centers are not yet able to provide optimal health services as gatekeepers of health services in the community. The aim of the research is to analyze factors related to patient referrals for National Health Insurance (JKN) participants at First Level Health Facilities (FKTP). The research design used was analytical survey research with a cross sectional approach. The sample was 109 patients participating in National Health Insurance (JKN) who received services at the Gerunggang Community Health Center, Pangkalpinang City. The research results show a relationship between Knowledge and Referrals from JKN Participant Patients, namely p value = 0.000 < α = 0.05 and there is a relationship between Satisfaction Level and Referrals from JKN Participant Patients, namely p value = 0.018 < α = 0.05. The research conclusion is that there is a relationship between knowledge and the level of patient satisfaction with patient referrals for JKN participants at the Gerunggang Community Health Center. It is hoped that health workers at Community Health Centers, both medical and non-medical personnel, will always improve services and prioritize patient needs, especially in providing referral information to patients.

INTRODUCTION

The referral system is a health service that regulates the delegation of duties and responsibilities for health services that cannot be carried out at the basic (primary) service level by health workers at the First Level Health Facility (FLHF) due to limited infrastructure, medical personnel and anamnesis that requires patients to get advanced health services such as specialty services. In accordance with the Regulation of the Indonesian Minister of Health No. 01 of 2012 concerning the Health Service Referral System provided from the most basic level to advanced health services vertically (Ramadhani, 2020).

Based on the Regulation of the Social Security Organizing Agency No. 2 of 2015, the ideal standard for referral of puskesmas to hospitals is no more than 15% and the ratio of non-specialistic referrals in the safe zone is less than 5%.(Latif & Ariyanti, 2021) Based on the Regulation of the Social Security Organizing Agency No. 2 of 2015, the ideal standard for referral of puskesmas to hospitals is no more than 15% and the ratio of non-specialistic referrals in the safe zone is less than 5% (BPJS Kesehatan, 2023).

According to research results (Alawi et al., 2017) Factors associated with high referrals of non-specialistic cases of national health insurance patients at Puskesmas in Sukabumi District in 2015 were the category of Puskesmas based on area, adequacy of drugs and adequacy of medical equipment at Puskesmas and the distance of Puskesmas to referral facilities (Permata et al., 2021).

Based on the BPJS Health Report at the end of 2022, for the Bangka Belitung Islands Province in non-specialistic referral cases in 2022, especially the Pangkalpinang Branch Office occupies the 59th position out of 118 Branch Offices throughout Indonesia with a percentage of referral ratio of 13,39%. For the number of FLHF visits per Regency / City in the Province of Bangka Belitung Islands in 2023, Pangkalpinang City is the second highest after Bangka Regency out of 7 Regencies / Cities in the last 6 (six) months January - June 2023.

According to research (Sinulingga & Silalahi, 2019), it shows that knowledge greatly influences the referral system to advanced health facilities at community health centers. NHI CSR users (Contribution Support Recipients) who understand referrals well will end to choose referrals if they have a disease that cannot be treated at the Community Health Center.

Therefore, based on the BPJS Health Decree, the FKTP referral rate does not exceed 12.57%, while the Gerunggang Health Center, Pangkalpinang City, for its own referral percentage, exceeds the established standard (BPJS Health, 2023).

Based on the results of initial observations using unstructured interviews, the results obtained from interviews with the BPJS Health PIC at the Gerunggang Community Health Center were 1). BPJS Health patient referrals have increased due to limited infrastructure, especially in terms of laboratory examinations which lead to diagnoses of chronic diseases, 2). The availability of medical personnel and equipment, especially in the case of eye examinations, means that JKN BPJS Health patients are referred to the Hospital's Eye Disease Clinic, 3). Availability of medicines, especially medicines for chronic disease patients which can only be taken in hospital installations as prescribed by specialist doctors, 4). There is pressure from patients seeking treatment who force them to be referred to specialist doctors at advanced health facilities.

There are many factors causing the high number of referrals at FKTP, based on referral data for JKN patients who receive services at FKTP, there are still many BPJS patients who are given referrals at the patient's own request. The still high number of patient referrals shows that community health centers have not been able to provide health services optimally as gatekeepers of health services in the community. The function of the gate keeper at the community health center is to coordinate health services to the community and to maximize efficiency and increase the effectiveness of services.

METHOD

This research was conducted in August – September 2023 at the Gerunggang Community Health Center, Pangkalpinang City. The research obtained data through direct interviews with respondents using questionnaires. Data sources were obtained from BPJS Health Pangkalpinang Branch, Pangkalpinang City Health Service, Gerunggang Health Center Pangkalpinang City. The research design used is analytical survey research. With a cross sectional approach. The sampling technique used is Accidental Sampling. The correlation test used is the chi-square statistical test.

RESULT

Tabel 1. Distribution of Knowledge Variables, Patient Satisfaction and Patient Referrals among NHI Participants at Primary Health Care Facilities

Category Knowladge	Amount	Percentage (%)
Not Good	23	21,1%
Good	86	78,9%
Totally	109	100
Category Patient Satisfaction	**Amount**	**Percentage (%)**
Medium	7	6,4%
High	102	93,6%
Totally	109	100
Category Patient Referrals	**Amount**	**Percentage (%)**
Did Not Get	55	50,5%
Get	54	49,5%
Totally	109	100

Based on table 1, it can be seen that the distribution of patient satisfaction is that respondents who have good knowledge are 86 with a percentage of 78,9% more than respondents who have poor knowledge, namely 23 with a percentage of 21,1%. In the distribution of patient satisfaction levels, it is known that respondents who have a high level of satisfaction are higher at 102 with a percentage of 93,6% compared to respondents who have a moderate level of satisfaction, namely 7 with a percentage of 6,4%. Based on the distribution of patient referrals, it is known that respondents who did not get referrals were 55 with a percentage of 50,5% compared to respondents who got referrals, namely 54 with a percentage of 49,5%.

Tabel 2. Bivariate Analysis of Knowledge and Patient Satisfaction

Variable	Refer to				P Value	OR
	Get		Did Not Get			
Knowledge	F	%	F	%	0,000	5,577
Not Good	9	16,7%	29	52,7%		
Good	45	83,3%	26	47,3%		
Total	54	100,0%	55	100,%		
Patient Satisfaction						
Medium	7	13,0%	0	0%	0,018	2,170
High	47	87,0%	55	100%		
Totally	54	100,0%	55	100,%		

Based on table 2, it shows that more respondents who have poor knowledge did not get a referral of 29 with a percentage of 52,7% compared to respondents who got a referral of 9 with a percentage of 16,7%. While respondents who have good knowledge get more referrals amounting to 45 with a percentage of 83,3%, compared to respondents who do not get referrals amounting to 26 with a percentage of 47,3%. The results of the chi square test with a significant level of 5% obtained a p value of 0,000 so that the P value <0,05, Ho is rejected and Ha is accepted, which means that there is a relationship between the level of knowledge and the referral of patients participating in NHI FLHF at the Gerunggang Health Center. The OR result of 5,577 shows that respondents who have good knowledge are 5,577 times more likely to get a referral. This means that the higher the knowledge of the respondents, the higher the level of patient referral at the Gerunggang Health Center.

Based on table 2, it shows that respondents who have a moderate level of satisfaction get more referrals by 7 with a percentage of 13,0% compared to respondents who do not get referrals by 0 with a percentage of 0%. Meanwhile, respondents who had a high level of satisfaction were more likely not to get a referral of 55 with a percentage of 100% compared to respondents who received a referral of 47 with a percentage of 87,0%. The results of the chi square test with a significant level of 5% obtained a p value of 0,018 so that the P value <0,05, Ho is rejected and Ha is accepted, which means that there is a relationship between the level of patient satisfaction and the referral of NHI FLHF patients at the Gerunggang Health Center. The OR result of 2,170 shows that respondents with a high level of satisfaction 2,170 times have a tendency to get referrals. This means that the higher the respondents who are referred, the higher the level of patient satisfaction at the Gerunggang Health Center.

DISCUSSION

Correlation between Knowledge and Patient Referral for NHI Participants

Based on the results of the Chi Square test, it shows that more respondents who have poor knowledge do not get referrals amounting to 29 with a percentage of 52,7% compared to respondents who get referrals amounting to 9 with a percentage of 16,7%. The results of the chi square test with a significant level of 5% obtained a p value of 0,000 so that the P value <0,05, Ho is rejected and Ha is accepted, which means that there is a relationship between the level of knowledge and the referral of HNI FLHF patients at the Gerunggang Health Center.

In line with previous research according to Ahmad (2020), stated that the results of the chi square correlation test obtained a p value = 0,000, which means the p value <0,05, so Ho is rejected Ha is accepted, meaning that there is a relationship between knowledge about referral and online tiered referral services for BPJS patients at UPT Puskesmas Semplak Bogor City in 2020. According to research (Sinulingga & Silalahi, 2019), menunjukkan bahwa pengetahuan sangat mempengaruhi sistem rujukan ke fasilitas kesehatan tingkat lanjut di puskesmas. As for my opinion from the results of the study, it states that knowledge has a considerable impact on the information known by the community related to referrals at primary health care facilities.

In the opinion of L.Hakim (2021), factors that can cause patients to feel dissatisfied with services can be caused by officers only ask about the illness, then be examined and given a prescription for medication. Often in medical services, if the patient does not ask about the illness they are suffering from, the staff will not provide an explanation of the illness they are suffering from, so that there is not good communication between the patient and the staff and this gives the impression that the staff is less friendly,

less attentive and less time is given to the service very short (Hakim et al., 2022).

Patient satisfaction is also influenced by patient characteristics, namely age, education, occupation, ethnicity, socio-economics and disease diagnosis. Apart from these factors, the behavior and attitudes of doctors, nurses and other staff, other components that also influence patient satisfaction are admission and administrative services while the patient is being treated, finances, meal services (for inpatients), nursing services that rarely visit the patient. patients, laboratory services and other diagnostic support, conditions of treatment rooms, as well as cleanliness, comfort and safety of the hospital environment (Suciati et al., 2023).

The referral system is also a system for optimizing and improving the performance of structured Health Facilities and as a front guard geet keeper and as a foundation for implementing Health services for National Health Insurance (NHI) participants (Indrianingruma & Puspitasari, 2021).

The number of non-specialist referrals in the safe zone is no more than 5%, and recommendations from health facilities to hospitals are <15% (Latif & Ariyanti, 2021).

Correlation between Patient Satisfaction and Patient Referral for NHI Participants

Based on the results of the chi square test, it shows that respondents who have a moderate level of satisfaction get more referrals by 7 with a percentage of 13,0% than respondents who do not get referrals by 0 with a percentage of 0%. The results of the chi square test with a significant level of 5% obtained a p value of 0,018 so that the P value <0,05, Ho is rejected and Ha is accepted, which means that there is a relationship between the level of patient satisfaction and the referral of NHI FLHF patients at the Gerunggang Health Center.

In line with previous research according to Purnomo et al., (2023), stated that the results of the chi square correlation test obtained a p value = 0,000, which means that the p value <0,05, so Ho is rejected, meaning that there is a relationship between the Assurance Variable and Patient Satisfaction with the Effect of Services on Patient Satisfaction BPJS Pecangaan Jepara Health Center.

Every service requires a reliable form of service, meaning that in providing services, each employee is expected to have the ability in terms of knowledge, expertise, independence, mastery and high work professionalism, so that the work activities carried out produce a satisfactory form of service, without any complaints or excessive impressions. for the services received by the community (Nursalam, 2020).

According to research Sinulingga & Silalahi (2019), Factors that can affect patient satisfaction with the referral system are the quality of service received at the health center, service facilities, atmosphere and communication established while at the health center. The referral system is a two-way process that regulates the flow of services to patients who receive services at FLHF. Tiered health services in the referral system start from First Level Health Facilities (FLHF) to Intermediate Level Referral Health Facilities (ILRHF) and then to third level FLHF (Salsabila et al., 2022).

The referral system is a process in which health workers who have limited resources to manage clinical conditions (drugs, equipment, capacity) at a particular level of the health system, seek help from better or well-resourced medical facilities to a certain extent at the same level or above, or take over the handling of patient cases (Wibowo et al., 2023). Improving service quality and consumer or patient satisfaction is one of them an important strategy that cannot be ignored by policy makers at community health centers. Quality improvement In health services, apart from being oriented towards quality service processes, it is also towards results the quality of health services in accordance with the wishes of consumers or patients, while always referring to on the professional code of ethics (Anjayati, 2021).

CONCLUSION

There is a relationship between knowledge and patient satisfaction with patient referrals for National Health Insurance (NHI) participants at First Level Health Facilities (FLHF) at the Gerunggang Community Health Center, Pangkalpinang City.

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