

## ABSTRAK

Kapitasi Berbasis Kinerja (KBK) yang diterapkan pada Fasilitas Kesehatan Tingkat Pertama (FKTP) yang bermitra dengan BPJS Kesehatan bertujuan untuk meningkatkan mutu pelayanan kesehatan dalam Program JKN. KBK dilaksanakan sesuai dengan Petunjuk Pelaksanaan Pembayaran KBK pada FKTP yang diatur dalam Peraturan BPJS Kesehatan Nomor 7 Tahun 2019. Penerapan KBK sebelumnya dikenal sebagai Kapitasi Berbasis Komitmen Pelayanan (KBKP) telah berlangsung sejak 2016 di Kota Yogyakarta, dengan pencapaian indikator meliputi angka kontak, rujukan non spesialis, dan rasio peserta Prolanis terkendali. Namun, pandemi *Corona Virus Disease-19* (Covid-19) memperlihatkan penurunan capaian KBK di puskesmas. Oleh karena itu, penting untuk mengidentifikasi faktor-faktor yang mempengaruhi capaian KBK di puskesmas Kota Yogyakarta selama pandemi Covid-19. Penelitian ini mengadopsi pendekatan kualitatif dengan studi kasus sebagai strategi penelitian. Dalam penelitian ini, 39 orang menjadi subjek penelitian yang terdiri dari kepala puskesmas, staf puskesmas (Tim KBK), Tim JKN Dinas Kesehatan, serta pejabat dan staf terkait dari BPJS Kesehatan KC Yogyakarta. Hasil penelitian menunjukkan beberapa faktor yang memengaruhi capaian Indikator Kapitasi Berbasis Kinerja (KBK) di Puskesmas Kota Yogyakarta selama pandemi Covid-19. Pertama, meskipun SDM di puskesmas telah mencukupi, fokus pada penanggulangan Covid-19 membuat petugas lebih memprioritaskan tugas tersebut daripada mencapai target KBK. Kedua, kendati Komitmen Kepala Puskesmas terhadap KBK sudah ada, masih perlu ditingkatkan. Ketiga, walaupun fasilitas puskesmas sudah memadai, kurangnya integrasi antara sistem informasi SIMPUS dan *PCare* menjadi kendala dalam mencapai target KBK, terutama dalam indikator angka kontak. Selain itu, ditemukan bahwa kebijakan Angka Kontak Tidak Langsung memiliki potensi untuk meningkatkan kinerja dan capaian KBK, tetapi belum didukung oleh sistem insentif bagi petugas.

**Kata kunci:** KBK; Puskesmas; Pandemi

## **ABSTRACT**

Performance-Based Capitation (KBK) implemented at First Level Health Facilities (FKTP) in partnership with BPJS Health aims to improve the quality of health services in the National Health Insurance Program. KBK is carried out by the Guidelines for Implementing Performance-Based Capitation Payments for FKTPs regulated in BPJS Health Regulations Number 7 of 2019. The implementation of KBK, formerly known as Service Commitment-Based Capitation (KBKP), has been going on since 2016 in the City of Yogyakarta, with achievement indicators including contact numbers, non-specialist referrals, and the ratio of controlled Prolanis participants. However, the Corona Virus Disease-19 (Covid-19) pandemic has declined KBK's achievements at puskesmas. Therefore, it is important to identify the factors that influence KBK achievements at Yogyakarta city health centers during the Covid-19 pandemic. This research adopts a qualitative approach with case studies as a research strategy. In this study, 39 people became research subjects: heads of puskesmas, puskesmas staff (KBK Team), Health Service JKN Team, and related officials and staff from BPJS Kesehatan KC Yogyakarta. The study results show that several factors influenced the Performance-Based Capitation Indicator (CBC) achievement at the Yogyakarta City Health Center during the Covid-19 pandemic. First, even though the human resources at the puskesmas are sufficient, the focus on handling Covid-19 makes officers prioritize this task more than achieving the KBK target. Second, even though the Commitment of the Head of the Puskesmas to KBK already exists, it still needs to be improved. Third, although the puskesmas facilities are adequate, the lack of integration between the SIMPUS and PCare information systems hinders achieving the CBC target, especially in the contact number indicator. In addition, it was found that the Indirect Contact Rate policy has the potential to improve KBK performance and achievements but has yet to be supported by an incentive system for officers.

**Keywords:** KBK; Public health center; Pandemic