

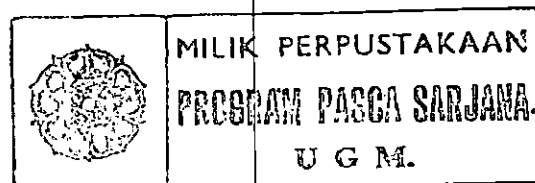
INTISARI

Pengantar : Salah satu unsur penting di dalam penyelenggaraan asuransi kesehatan berbasis pelayanan terkendali (*managed care*) adalah adanya kerjasama antara Organisasi Penyelenggara dengan Pemberi Pelayanan Kesehatan. Kerjasama tersebut diharapkan saling menguntungkan masing-masing pihak. Tujuan penelitian ini adalah mengevaluasi hubungan kontrak antara PT. ASKES Indonesia dengan Pemberi Pelayanan Tingkat I (PPK I) yang sudah berjalan selama ini di Kota Yogyakarta.

Metode : Penelitian deskriptif ini menggunakan rancangan *cross sectional*. Metode pengumpulan data dilakukan secara kuantitatif dan kualitatif. Subyek Penelitian adalah 17 kepala puskesmas, dan 5 dokter keluarga yang menjalin kontrak dengan PT. ASKES di Kota Yogyakarta. Variabel yang diamati adalah dokumen kontrak, proses negosiasi, sosialisasi materi kontrak, pemahaman PPK terhadap materi kontrak, dan pemenuhan hak dan kewajiban. Data kualitatif dikumpulkan melalui observasi dokumen kontrak dan wawancara. Instrumen yang digunakan dalam penelitian adalah kuesioner dan pedoman wawancara.

Hasil : Hasil penelitian menunjukkan bahwa kerjasama antara PT. ASKES dengan PPK I tanpa melalui proses negosiasi, sosialisasi materi kontrak sudah dilakukan namun kurang optimal, pemahaman PPK I terhadap materi kontrak cukup baik, Hak-hak PPK I untuk informasi sudah terpenuhi, tetapi untuk pembinaan dan supervisi belum terpenuhi;

Kesimpulan : Kerjasama antara PT. ASKES dengan PPK I belum sesuai dengan mekanisme kontrak standar *managed care*. Beberapa kelemahan dalam hubungan kerjasama antara PT. ASKES dengan PPK I di Kota Yogyakarta yang perlu diperbaiki adalah mekanisme kontrak, keterbukaan, dan komunikasi.



ABSTRACT

Background: One of important elements in the implementation of health insurance based managed care is cooperation between managed care organization with the primary health service provider. This cooperation is expected to be mutual benefit. The aim of this research was to evaluate contract relationship between PT. ASKES Indonesia with The primary health service provider in Yogyakarta City.

Method: This was a descriptive research that used cross sectional design. Data was taken with quantitative and qualitative methods. The subject of this research were seventeen heads of community health center and five family doctors in Yogyakarta City who had contract with PT. ASKES. Variable being observed was contract document, negotiation process, socialization of contract material, understanding of the primary health service provider toward contract material, and as well as rights and obligation fulfilment. Qualitative data was collected through observation of contract document and interview. Instrument being used was questioner and interview guidance.

Result: The result of this research showed that the cooperation between PT. ASKES with the primary health service provider was occurred without negotiation process, socialization of contract material was already implemented by PT. ASKES although less optimal, understanding of the primary health provider toward contract material was quite good, rights of primary health service provider to obtained information was fulfilled, but training and supervision were not yet fulfilled.

Conclusion: Cooperation of PT. ASKES with the primary health provider in Yogyakarta City was not suitable with contract mechanism of managed care standard. Various weaknesses in the cooperation of PT. ASKES with the primary health prvider in Yogyakarta that need to be repaired were contract mechanism, transparency, and communication.

Key words: Cooperation, managed care contract, health insurance, evaluation.