

ABSTRAK

Latar Belakang: Readmisi sering dianggap sebagai indikator kualitas perawatan yang buruk dan menilai kinerja rumah sakit. Readmisi merupakan salah satu bentuk respon rumah sakit dalam menyikapi perubahan pola pembayaran sejak berlakunya BPJS sebagai asuransi kesehatan nasional. Berdasarkan perhitungan *readmission rate index* (RaR) RSUP Persahabatan tahun 2023 sebesar 12%.

Tujuan: Tujuan penelitian ini adalah menganalisa faktor-faktor yang mempengaruhi kejadian readmisi pada pasien BPJS rawat inap tahun 2023 di RSUP Persahabatan dan merumuskan upaya mengurangi readmisi tersebut.

Metode: Penelitian ini merupakan penelitian *mixed methods* dengan desain *sequential explanatory*. Penelitian kuantitatif ini dilakukan pada pasien rawat inap BPJS tahun 2023 readmisi dan tidak readmisi yang berusia ≥ 18 tahun dengan menggunakan data klaim dan rekam medis elektronik. Sedangkan untuk penelitian kualitatif dilakukan dengan diskusi kelompok terarah. Analisa kuantitatif menggunakan *chi square* dan regresi logistik ganda.

Hasil: terdapat hubungan antara variabel komorbid, *charlson comorbidity index*, derajat keparahan, polifarmasi, lama perawatan, masuk lewat IGD, riwayat kunjungan IGD dan rawat inap, dan kesesuaian pelayanan dengan *clinical pathway* dengan pvalue $< 0,05$. Pasien yang tidak sesuai dengan *clinical pathway* meningkatkan risiko 5x lipat terjadi readmisi. Upaya mengurangi readmisi ada di tiga periode yaitu saat awal masuk, saat pasien masih di rawat dan setelah pasien pulang.

Kesimpulan: Readmisi di RSUP persahabatan pada pasien kronis dengan komorbid berat. Pelayanan yang sesuai *clinical pathway* penting untuk mengurangi readmisi. Mutu pelayanan tercermin dari *clinical pathway* yang sesuai. Upaya readmisi harus melibatkan manajemen dan klinisi yang memerlukan keterlibatan teknologi dan komitmen pelayanan.

Kata kunci: Readmisi, mengurangi readmisi, mutu pelayanan

ABSTRACT

Background: Readmission is often regarded as an indicator of poor quality of care and is used to assess hospital performance. The readmission rate also reflects the hospital's response to the shift in payment systems following the implementation of BPJS as Indonesia's national health insurance. In 2023, RSUP Persahabatan reported a readmission rate index (RaR) of 12%.

Objectives: This study aims to analyze the factors affecting readmission events among BPJS inpatients in 2023 at RSUP Persahabatan and to formulate strategies to reduce the readmission rate.

Methods: This research employed a mixed-methods sequential explanatory design. Quantitative analysis was conducted on BPJS inpatient records from 2023 for patients aged 18 years or older who experienced readmission. Data sources included BPJS claims and electronic medical records. Qualitative analysis was conducted through focus group discussions. Quantitative data were analyzed using chi-square tests and multivariate logistic regression.

Results: Significant relationships were found between readmission and variables such as comorbidity, Charlson Comorbidity Index (CCI), severity level, polypharmacy, length of stay, admission through the emergency department, history of ED visits and inpatient care, and alignment with the clinical pathway ($p < 0.05$). Patients who did not receive care aligned with the clinical pathway had a five-fold increased risk of readmission. Strategies to reduce readmission involve three stages: during admission, while the patient is still in care, and after discharge.

Conclusions: Readmission at RSUP Persahabatan is prevalent among chronic patients with severe comorbidities. Adherence to the clinical pathway is crucial for reducing readmission rates and is a reflection of service quality. Efforts to reduce readmission must involve management and clinicians, requiring the integration of technology and a commitment to comprehensive patient care.

Keywords: Readmission, reducing readmission, service quality.