

ABSTRAK

Latar belakang: Dengan terlaksananya program Jaminan Kesehatan Nasional (JKN) terjadi peningkatan pemanfaatan pelayanan kesehatan oleh peserta JKN dan berdampak pada proporsi pelayanan kesehatan oleh RS meningkat di segmen peserta JKN. Dengan meningkatnya kunjungan peserta JKN maka sebagian besar pendapatan RS juga berasal dari pembiayaan JKN. Kendala FKRTL Kelas B dengan jumlah kasus cukup besar, klaim belum teradministrasi dengan baik, lama proses verifikasi belum terstandar berdampak kepada waktu pembayaran klaim. Dengan kondisi ini maka pada tahun 2017 dilaksanakan proses Verifikasi Digital Klaim (Vedika) yakni proses Verifikasi secara digital.

Tujuan: Menilai kesiapan FKRTL Kelas B Wilayah Kota Yogyakarta terkait dengan implementasi sistem Verifikasi Digital Klaim

Metode: Desain penelitian yang digunakan adalah desain penelitian studi kasus tunggal terjal. Penelitian menggunakan metode Wawancara Mendalam dan Observasi langsung. Wawancara mendalam kepada 4 direktur dan 8 petugas penanggung jawab klaim pada FKRTL Kota Yogyakarta yaitu di RSUD Kota Yogyakarta, RS Panti Rapih, RS PKU Muhammadiyah Kota Yogyakarta dan RS Mata dr. Yap. Pengambilan data dilakukan antara bulan Maret – Mei 2018. Hasil wawancara mendalam dan observasi digunakan untuk pembuatan skoring kesiapan menggunakan instrumen penilaian kesiapan *California Community Clinic EHR Assessment and Readiness Starter Assessment (CCCEAR)* CCCEAR yang sudah dimodifikasi.

Hasil : Dalam penelitian ini variabel yang akan dinilai adalah kesiapan dalam implementasi Vedika yakni SDM, Infrastruktur IT, Struktur Organisasi dan Dukungan Manajemen. Berdasarkan hasil penelitian diperoleh hasil bahwa kesiapan SDM dari penilaian subvariabel persepsi dan pemahaman penanggung jawab klaim cukup dipersiapkan. Sedangkan untuk ketersediaan jumlah tenaga pendukung implementasi Vedika sangat dipersiapkan. Untuk variabel Infrastruktur IT dari penilaian subvariabel penilaian kebutuhan infrastruktur IT cukup dipersiapkan, ketersediaan perangkat keras sangat dipersiapkan sedangkan untuk ketersediaan perangkat lunak 50% FKRTL sangat dipersiapkan sedangkan sisanya cukup dipersiapkan. Penilaian terhadap variabel struktur organisasi dari subvariabel ketugasan IT dan tugas pokok petugas penanggung jawab klaim serta kedudukan petugas penanggung jawab klaim sangat dipersiapkan. Terkait dengan dukungan manajemen dinilai dari subvariabel persepsi direktur dan komitmen pelaksanaan Vedika cukup dipersiapkan.

Kesimpulan : Melalui analisis kesiapan menggunakan alat penilaian (CCCEAR yang telah dimodifikasi) terhadap empat variabel utama, diperoleh skor 81 dari maksimal skor 100, maka FKRTL Kelas B Wilayah Kota Yogyakarta berada dalam kategori sangat siap secara organisasi untuk implementasi Vedika.

Kata kunci: JKN, Verifikasi Klaim, Kesiapan perubahan, FKRTL

ABSTRACT

Background: With the implementation of the National Health Insurance (JKN) program there is an increase in health service utilization by JKN participants and affecting the proportion of health service by the hospital increased in the segment of JKN participants.

With the increase of JKN participants' visit, most of Hospital's income also comes from JKN financing. Obstacles FKRTL Class B with the number of cases large enough, claims not teradministrasi well, the length of the verification process has not been standardized impact to the time of payment of claims. With this condition then in 2017 carried out the process of Digital Verification Claim (Vedika) that is the process of verification digitally.

Objective: Assess the readiness of FKRTL Class B of Yogyakarta City Region related to the implementation of Claim Digital Verification system

Methods: The research design used was a single case study study design. Research using In-depth Interview method and Direct Observation. In-depth interviews to 4 directors and 8 officers responsible for the claim on FKTRL Yogyakarta City that is in RSUD Kota Yogyakarta, Panti Rapih Hospital, PKU Muhammadiyah Hospital Yogyakarta and RS Mata dr. Yap. Data were collected between March and May 2018. The results of in-depth interviews and observations were used to analyze qualitafife using the modified California Community Clinic EHR Assessment and Readiness Starter Assessment (CCCEAR) instrument. which has been modified, with three levels of readiness, namely 1) not yet ready (score 0-33), 2) moderately ready (34-66), 3) highly ready (67-100).

Result: In this study the variables to be assessed are readiness in Vedika implementation which are HR, IT Infrastructure, Organizational Structure and Management Support. Based on the result of the research, it is found that the readiness of human resources from the subvariabel assessment of perceptions and the understanding of the responsible person of the claim is adequately prepared. As for the availability of the number of support personnel Vedika implementation is very prepared. For IT Infrastructure variables from subvariabel assessments the IT infrastructure needs assessment is sufficiently prepared, hardware availability is well prepared while for the availability of 50% software FKRTL is highly prepared while the rest is adequately prepared. Assessment of organizational structure variable of IT assignment subvariabel and main duty of officer in charge of claim as well as position of officer in charge of claim very prepared. Associated with management support is assessed from the subvariables of director's perceptions and Vedika's implementation commitments adequately prepared.

Conclusion: Through the analysis of readiness using assessment tool (CCCEAR that has been modified) to four main variables, obtained the score of 81 from the maximum score of 100, become concluded that FKRTL Class B of Yogyakarta City Region is in the category of organizational ready for Vedika implementation.

Keywords: JKN, Claim Verification, Readiness change, FKRTL