

**MONITORING DAN EVALUASI *CONTINUITY OF CARE* PADA
PENDERITA DIABETES MELLITUS TIPE 2 DI KLINIK WILAYAH
SURABAYA TIMUR DAN SELATAN YANG MENGGUNAKAN BPJS
KESEHATAN**

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ABSTRAK

Diabetes mellitus menjadi masalah kesehatan yang bersifat global. *Continuity of care* (perawatan berkesinambungan) mempunyai banyak manfaat untuk terapi pasien diabetes. Di Indonesia, layanan asuransi BPJS Kesehatan dilaksanakan dengan sistem berjenjang. Transisi pelayanan kesehatan menjadi salah satu resiko ketidaksesuaian pengobatan. Hal ini akan mempengaruhi *continuity of care* dari pasien tersebut dan berdampak pada kualitas pelayanan kesehatan. Tujuan: Mengetahui tingkat persepsi dan permasalahan tentang *continuity of care* pada pasien BPJS Kesehatan yang menderita diabetes mellitus tipe 2 di klinik wilayah Surabaya Timur dan Surabaya Selatan. Variabel yang diukur yaitu tingkat *continuity of care* pada tipe *informational continuity*, *management continuity* dan *relational continuity* serta permasalahan dalam *continuity of care* terkait transfer informasi, koordinasi perawatan, kemudahan akses tiap tingkat perawatan, serta hubungan pasien dan tenaga kesehatan. Tingkat *continuity of care* dapat diukur dengan wawancara menggunakan kuisisioner CCAENA. Kesimpulan: tingkat *continuity of care*: 84% sangat tinggi, sisanya tinggi dan rendah, (*informational continuity*: 72% sangat tinggi, *management continuity*: 84% sangat tinggi, *relational continuity*: 92% sangat tinggi). Permasalahan yang sering terjadi ada pada *management continuity* yaitu antrian yang lama di faskes tingkat 2. Sedangkan di faskes tingkat 1 tidak ada masalah serta kurangnya peran apoteker dalam perawatan pasien.

Kata Kunci: *Informational continuity*, *management continuity*, *relational continuity*, diabetes mellitus tipe 2, klinik

**MONITORING AND EVALUATION CONTINUITY OF CARE PATIENT
DIABETES MELLITUS TYPE 2 IN THE EAST AND SOUTH SURABAYA
CLINICS THAT USE BPJS KESEHATAN**

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ABSTRACT

Diabetes mellitus is a global health problem. Continuity of care has many benefits for the treatment of diabetic patient. BPJS Kesehatan implemented a tiered system in Indonesia. Health care transition is the one of risk mismatches treatment. This will affect the continuity of care the patient and also impact the quality of health services. Purpose: to determine the level perception and concerns about continuity of care patient diabetes mellitus type 2 in the east and south Surabaya clinics that use BPJS Kesehatan. The variables are the level of continuity if care on the type informational continuity, management continuity and relational continuity. And the problems in the continuity of care related transfer of information, coordination of care, ease of access to each level of care, and the relationship between patients and health professionals. The level of continuity of care can be measured by interview using a questionnaire CCAENA. Conclusion: 25 patients at the clinic in the research results is the level of continuity of care: 84% is very high (informational continuity: 72% is very high, management continuity: 84 % is very high, relational continuity: 92% is very high). Problems often occur there in continuity management is a long queue at hospital. While in clinic has no problems and lack participation of pharmacists in patient care.

Keywords: *Informational continuity, management continuity, relational continuity, diabetes mellitus type 2, clinic*