

Evaluasi Implementasi Kebijakan Kapitasi Berbasis Kinerja (KBK) di Klinik Merial Health Kota DKI Jakarta Tahun 2020

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Abstrak

In an effort to improve the quality of health services at First Level Health Facilities (FKTP) in the implementation of the National Health Insurance Program in Indonesia, the government has issued a policy, namely a performance-based capitation payment (KBK) policy at the FKTP. This study aims to determine how to evaluate performance-based capitation policies (CBC) in Merial Health clinics by looking at aspects of effectiveness, efficiency, facilities and infrastructure, availability of human resources, adequacy, and legal compliance. Data collection techniques in this study were in-depth interviews and document review. The results showed that the effectiveness of the policy has been optimal but is still constrained by the socialization of the KBK policy and visits to health numbers for BPJS Kesehatan participants. The efficiency of the KBK policy has been running optimally in increasing the capitation income of the Merial Health Clinic. The adequacy of the policy is as expected because it improves the quality of health services. The availability of human resources is in accordance with the BPJS Health provider standards. Facilities and infrastructure are in accordance with the rules of cooperation as a provider of BPJS Health. Legal compliance has been running optimally because it has met the applicable requirements. The conclusion of this study is that the implementation of the performance-based capitation policy at the Merial Health clinic has been running optimally