

# PENGOLAHAN DATA PASIEN KAPITASI BERBASIS KINERJA DAN NON-KAPITASI JAMINAN KESEHATAN NASIONAL (JKN) DI PUSKESMAS BANTUL I

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## INTISARI

**Latar Belakang:** Pelaksanaan Kapitasi Berbasis Kinerja (KBK) di Puskesmas Bantul I meliputi tiga indikator utama: Angka Kontak (AK), Rasio Rujukan Non Spesialistik (RRNS), dan Rasio Peserta Prolanis Terkendali (RPPT). Selama Januari hingga Agustus 2024, capaian AK dan RRNS menunjukkan hasil sangat baik karena melebihi target nasional, sementara capaian RPPT masih perlu ditingkatkan agar lebih konsisten di atas standar minimal. Pengelolaan data KBK dan Non-Kapitasi memiliki peran penting dalam memastikan akurasi pelaporan layanan kesehatan di tingkat FKTP. Melalui metode deskriptif kualitatif dengan pendekatan studi kasus, penelitian ini mengungkap bahwa meskipun pelaporan AK dan RRNS telah sesuai target, masih ditemukan kendala pada pelaporan RPPT dan klaim Non-Kapitasi, seperti duplikasi data.

**Tujuan penelitian:** mendeskripsikan dan menganalisis proses pengolahan data KBK dan non-kapitasi di Puskesmas Bantul I, serta mengidentifikasi kendala administratif dan klinis yang memengaruhi ketepatan pelaporan. **Metode:** Penelitian yang digunakan adalah deskriptif kualitatif dengan pendekatan studi kasus. Teknik pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan telaah dokumen.

**Hasil Penelitian:** menunjukkan bahwa pelaporan indikator AK dan RRNS telah sesuai target, namun indikator RPPT dan non-kapitasi masih menghadapi kendala seperti duplikasi data dan kurangnya bukti dokumentasi pelayanan. Selain itu, masih ditemukan ketidakterlibatan tenaga rekam medis secara optimal dalam proses pelaporan.

**Kesimpulan:** Puskesmas Bantul I telah mengolah data KBK sesuai pedoman BPJS, meskipun belum sepenuhnya melibatkan tenaga rekam medis. Selama Januari hingga Agustus 2024, capaian Angka Kontak rata-rata 188.8% dengan melampaui target minimal  $\geq 150\%$ , Rasio Rujukan Non Spesialistik (RNNS) dengan rata-rata 0,15 dengan target minimal  $\leq 2\%$  dan Rasio Peserta Prolanis Terkendali (RPPT) dengan rata-rata 5.36 dengan target minimal  $\geq 5\%$ . Secara keseluruhan, kinerja pelayanan menunjukkan pencapaian yang baik untuk indikator AK dan RRNS, namun perlu peningkatan konsistensi dalam pencapaian indikator RPPT supaya tetap berada di atas standar minimal.

**Kata Kunci:** *Kapitasi Berbasis Kinerja (KBK), Non-Kapitasi, Puskesmas*

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# DATA MANAGEMENT OF PERFORMANCE-BASED CAPITATION AND NON-CAPITATION UNDER THE NATIONAL HEALTH INSURANCE (JKN) AT BANTUL I PUBLIC HEALTH CENTER

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## ABSTRACT

**Background:** Puskesmas Bantul I has processed Performance-Based Capitation (KBK) data in accordance with BPJS guidelines, although the involvement of medical record personnel has not been fully optimized. From January to August 2024, the average Contact Rate (AK) reached 188.8%, exceeding the minimum target of  $\geq 150\%$ ; the average Non-Specialist Referral Ratio (RRNS) was 0.15%, staying well below the maximum target of  $\leq 2\%$ ; and the average Controlled Prolanis Participant Ratio (RPPT) was 5.36%, meeting the minimum target of  $\geq 5\%$ . Overall, service performance showed strong achievements in the AK and RRNS indicators, but greater consistency is needed in the RPPT indicator to ensure it consistently remains above the minimum standard.

**Objective:** Describe and analyze the data processing of KBK and Non-Capitation at Bantul I Public Health Center, and to identify administrative and clinical challenges that affect the accuracy of reporting.

**Method:** This research used a qualitative descriptive method with a case study approach. Data were collected through in-depth interviews, observation, and document review.

**Results:** The findings show that the reporting for AK and RRNS indicators has met the target. However, the RPPT and Non-Capitation indicators still face challenges such as data duplication and a lack of service documentation. Additionally, medical record officers were not optimally involved in the reporting process.

**Conclusion:** Puskesmas Bantul I has processed Performance-Based Capitation (KBK) data in accordance with BPJS guidelines, although medical record personnel have not been fully involved. From January to August 2024, the average Contact Rate (AK) reached 188.8%, exceeding the minimum target of  $\geq 150\%$ ; the average Non-Specialist Referral Ratio (RRNS) was 0.15%, remaining well below the maximum target of  $\leq 2\%$ ; and the average Controlled Prolanis Participant Ratio (RPPT) was 5.36%, meeting the minimum target of  $\geq 5\%$ . Overall, service performance showed good achievements for the AK and RRNS indicators, but greater consistency is needed in the RPPT indicator to ensure it remains above the minimum standard.

**Keywords:** *Performance-Based Capitation (KBK), Non-Capitation, Public Health Center*

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