

INTISARI

Latar Belakang : *Utilization rate* adalah tingkat pemanfaatan pelayanan kesehatan dilihat dari jumlah kunjungan dibanding populasi, yang setiap satu kurun waktu perlu dilakukan evaluasi demi memperbaiki kualitas suatu pelayanan kesehatan. *Utilization Rate* yang ideal adalah 2-3%. Tujuan penelitian adalah untuk mengetahui gambaran *utilization rate* pelayanan kesehatan gigi dan mulut era Jaminan Kesehatan Nasional di Puskesmas Danurejan II, Puskesmas Gedong Tengen, dan Puskesmas Umbul Harjo I Kota Yogyakarta

Metode : Jenis penelitian adalah *observasional deskriptif* dengan desain *cross-sectional*, jenis data yang digunakan adalah kuantitatif dengan skala pengukuran rasio. Penelitian dilakukan di 3 puskesmas Kota Yogyakarta yang sudah bekerja sama dengan BPJS kesehatan, mempunyai poli gigi dan dokter gigi,serta mempunyai jumlah peserta BPJS kesehatan yang berbeda (<10.000, 10.000, dan >10.000). Instrumen penelitian adalah buku rekap harian rekam medis pasien BPJS Kesehatan tahun 2014 di poli gigi Puskesmas, dimasukkan ke *dummy table*, kemudian menghitung *utilization rate*, data dianalisa dan disajikan dengan tabel distribusi frekuensi.

Hasil : Gambaran *utilization rate* pelayanan kesehatan gigi dan mulut era jaminan kesehatan nasional (JKN) di puskesmas Danurejan II adalah 1,14%, Puskesmas Gedong Tengen adalah 0,94%, dan Puskesmas Umbul Harjo I adalah 0,55%. Terdapat ketidaksesuaian tindakan perawatan pada poli gigi Puskesmas Danurejan I, Puskesmas Gedong Tengen, dan Puskesmas Umbul Harjo I tahun 2014 untuk diagnosa K02, K03, K04, K05, dan K07 dengan standar perawatan menurut Kepmenkes Nomor 62/2014.

Kesimpulan : Gambaran *Utilization rate* pelayanan kesehatan gigi dan mulut era JKN di Puskesmas Danurejan II, Puskesmas Gedong Tengen, dan Puskesmas Umbul Harjo I Kota Yogyakarta tergolong rendah dengan presentasi 0,88% dan masih terdapat ketidaksesuaian antara diagnosa penyakit dan tindakan perawatan.

Kata kunci: *Utilization rate*, BPJS, Puskesmas

ABSTRACT

Background : Utilization rate is the utilization level of health service that is observed from the amount of visit compared to population, which in some period, needs to be evaluated to fix the quality of health service. The ideal range of utilization rate is 2-3%. The purpose of this research is to find out the overview of oral health service's utilization rate in the National Health Insurance era at Danurejan II, Gedong Tengen, and Umbul Harjo I public health services in Yogyakarta.

Method : The method of this research was a descriptive observational with cross-sectional design. This research also used quantitative with ratio data measurement. This research was done in 3 public health services in Yogyakarta that already collaborate with BPJS, had a dental clinic and dentist that had a different number of BPJS participants (<10.000, 10.000, dan >10.000). The instruments used in this research were medical records of BPJS patients' daily recapitulation books. The steps were including the 2014 health to the dummy table, measure the utilization rate, analyzing data and present the data using frequency distribution table.

Result : The overview of oral health service's utilization rate in the National Health Insurance era at Danurejan II public health service was 1,14%; Gedong Tengen public health service was 0,94%; Umbul Harjo I public health service was 0,55%. There were incompatibility of health service in dental clinic of Danurejan II, Gedong Tengen, and Umbul Harjo I in 2014 for K02, K03, K04, K05, and K07 diagnoses according to Kepmenkes Nomor 62/2014.

Conclusion : The utilization rate of oral health service overview National Health Insurance era at Danurejan II, Gedong Tengen, and Umbul Harjo I public health services in Yogyakarta were in a low level (0,88%) and there were incompatibilities between diagnose and the treatments.

Keywords : Utilization rate, BPJS, Public Health Service.