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Factors Influencing BPJS Patients' Lack of Understanding of the Outpatient Referral System

Dilla Fitria[1*], Aida Sulisna[2], Rizka Putri Dermawan Br. Kaban[3]

[1,2,3]*Hospital Administration Undergraduate Study Program, Faculty of Public Health, Helvetia Health Institute, Medan*

*Correspondence author: dillafitria@helvetia.ac.id

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ABSTRACT

Introduction: recommendations are conducted according to medical indications to enable community health centers and their networks to manage recommendations effectively. The issue affecting patients' comprehension of referral services is their low socialization within the community. Interviews with 10 outpatients at UPT Puskesmas Sawit Seberang revealed that 6 patients (60%) lacked comprehension of the referral criteria, whereas 4 patients (40%) demonstrated a clear understanding of the outpatient referral system. The objective is to identify the elements that affect BPJS patients' comprehension of the outpatient referral system at the Sawit Seberang Community Health Center UPT, Langkat Regency. Methods: This research employs a quantitative methodology utilizing an analytical survey design with a cross-sectional approach. The research population comprised 781 BPJS patients, with a sample of 89 individuals selected by an incidental sampling procedure. The data analysis employed univariate and bivariate analyses utilizing the chi-square statistical test, as well as multivariate analysis through logistic regression. Results: The research findings indicate that the p values for the knowledge variable are p = 0.020, for attitude p = 0.017, for information p = 0.012, and for health workers p = 0.025. This signifies that knowledge, attitudes, information, and health workers significantly influence BPJS patients' comprehension of the outpatient referral system. Conclusion: The research concludes that knowledge, attitudes, information, and health workers significantly influence BPJS patients' comprehension of the outpatient referral system at UPT Puskesmas Sawit Seberang, Langkat Regency.

Keywords**:** *Understanding, Referral System, Outpatient*

INTRODUCTION

The World Health Organization (WHO) defines health as a condition of complete physical, mental, and social well-being, rather than merely the absence of sickness or disability. The success of a nation is evidenced by the achievement of national development objectives, with community welfare serving as a key indicator of this accomplishment. Welfare is crucial as it pertains to ensuring a respectable standard of living for all communities, including access to educational resources and essential healthcare infrastructure.

Health is an essential human necessity for fulfilling responsibilities and roles, enabling the attainment of well-being and being a right for every citizen. Nevertheless, the disparate access to healthcare services across regions results in insufficient service facilities for many individuals. In 2000, the concept of establishing the National Social Security System (SJSN) was introduced

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and subsequently ratified as Law Number 40 of 2004, which encompasses the National Health Insurance (JKN) as one of the primary initiatives to be executed by the Indonesian government.

National Health Insurance (JKN) is administered nationally according to the principles of social insurance and equity, providing individual health services that encompass promotive, preventative, curative, and rehabilitative care. Furthermore, this program aims to ensure that every citizen may satisfy the fundamental requirements for a dignified existence in the event of income loss or reduction stemming from illness, accidents, unemployment, or the onset of old age or retirement. To facilitate the program's execution, the government established a national social security system organizational entity, which was ratified on October 29, 2011, and codified as Law Number 24 of 2011 regarding the Social Security Administering Agency (BPJS).

Health referral services involve the transfer of cases or specimens for diagnostic support originating from Village Health Posts (Poskesdes), inter-health center referrals, and the transition from health centers to hospital facilities. The execution of referrals is predicated on medical indications, enabling health facilities and their networks to perform referral filtration (PMKRI, 2012).

The establishment of a referral system from Primary Health Facilities (FKTP) to Advanced Referral Health Facilities (FKRTL) is feasible when the health service facility encounters constraints in resources (facilities, infrastructure, equipment, personnel, and budget) and lacks the competence and authority to address a condition, whether transient or chronic. Furthermore, patient referrals occur when individuals necessitate specialist or subspecialist health services, inpatient care, diagnostic and/or therapeutic equipment, supplementary services, or alternative services that the specific health facility cannot provide, including instances involving emergency conditions.

According to the Report of the Social Security Administering Agency (BPJS), the number of First Level Outpatient (RJTP) visits in 2018, which reflects participants undergoing examinations at FKTP, increased by 24,331,172 referrals, yielding a referral ratio of 16.60% and an average of 2,027,598 referrals per month. In 2019, it rose to 17.4%, averaging 2,346,233 recommendations per month, and in 2020, it increased to 17.6%, with an average of 2,452,116 referrals per month. The referral ratio has surpassed the established benchmark of 15%. Referral criteria are implemented to reduce the volume of patients directed to advanced health care, establishing quantifiable restrictions on referrals (BPJS, 2020). The issue with patient comprehension of referral services is that the dissemination of information regarding the necessity for patients to get health care in primary health facilities, where they are registered, remains significantly inadequate. A considerable number of BPJS participants remain unaware of the referral system, with some opting to go directly to the hospital. A further issue concerning health service referrals in the JKN period is the persistently high number of disease cases that ought to have been addressed in primary services but are still directed to secondary service institutions.

Research by Nurhayani in 2019 on the Analysis of the Implementation of the BPJS Health Patient Referral System at the Mamasa, Malabo, and Balla Health Centers in Mamasa Regency indicates that a supporting factor is the availability of human resources; however, there remains a discrepancy in competence and a deficiency in resources. Moreover, the accessibility of pharmaceuticals is constrained, and there are delays in drug distribution. The necessity for referral medical services is predicated on medical indications; nonetheless, some patients also request their own referrals. The limiting element for the BPJS patient referral system is the accessibility of healthcare facilities (Nurhayani & Rahmadani, 2019).

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Sayuti's 2021 research on factors influencing BPJS Health patient referrals at the Sungai Ulin Health Center revealed significant relationships between knowledge (p-value = 0.021), availability of medicines (p-value = 0.008), availability of equipment (p-value = 0.000), patient requests (p-value = 0.001), and emergency/complications (p-value = 0.000) with BPJS Health patient referrals at the center (Sayuti et al., 2021). According to the findings of a preliminary survey conducted in April 2023 at the Sawit Seberang Health Center UPT, it was revealed that among 298 outpatients in January, 105 patients (35.2%) were recommended. In February 2023, 88 out of 227 outpatients (38.7%) were referred. Additionally, in March 2023, of the 256 outpatients, only 84 patients (32.8%) received referrals. The findings from the researcher's interview with 10 outpatients at the Sawit Seberang Health Center UPT revealed that 6 patients (60%) lacked comprehension of the referral criteria. Specifically, 3 individuals (50%) were unaware of the referral service flow procedure, 1 individual (16.6%) perceived the referral system as exceedingly complex and difficult to grasp despite receiving explanations from health workers, and 2 individuals (33.4%) did not understand the process for completing the necessary documentation. Conversely, 4 patients (40%) demonstrated a clear understanding of the outpatient referral system. Patients' misunderstanding of the outpatient referral system stems from insufficient information disseminated by healthcare professionals about the appropriate referral procedures, leading to continued confusion among patients on the correct protocols. This incident frequently evokes strong emotions in patients, prompting them to demand immediate attention without adhering to the outpatient referral system. Furthermore, patients' preference for a streamlined healthcare process leads to their reluctance to pursue referrals. Moreover, the deficiency of engaged health professionals in educating patients regarding outpatient referrals results in patients being uninformed about the referral system and reluctant to seek health care at the health center. The author intends to undertake a study named "Factors Influencing the Lack of Understanding of BPJS Patients Regarding the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023."

METHODS

This study utilizes a quantitative research approach, which is well-suited for investigating relationships between variables in a measurable, objective manner. A quantitative approach is ideal in this case because it allows for the collection of numerical data that can provide insights into the patterns and associations relevant to the research problem. The goal of this research is to understand the factors influencing outpatient referral systems, such as knowledge, attitudes, and the roles of health workers. A quantitative approach enables the precise measurement of these factors and their interrelations, providing a robust basis for the analysis of correlations and causal relationships.

The research employs an analytical survey design, which is particularly appropriate for exploring the mechanisms and reasons behind the observed phenomena, such as the factors affecting the outpatient referral system. Specifically, the survey aims to examine how variables such as knowledge, attitudes, and health worker involvement interact to influence patients' understanding and engagement with the referral system. The study's objective is not only to identify these factors but to investigate how they relate to one another, offering a comprehensive analysis of the system's effectiveness. This analytical survey design allows for a deeper exploration of the relationships between the identified variables.

$$n = \frac{N}{1 + N(e^2)}$$

where:

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- n = required sample size
- N = total population (781)
- e = margin of error (assumed 10%)

After calculation, the minimum sample size required was 89 respondents.

Data Collection and Research Instrument

The study follows a cross-sectional methodology, where data is collected at a single point in time, offering a snapshot of the phenomenon under investigation. However, it is important to note the limitations of this approach, particularly its inability to establish causality or observe changes over time. Since data is collected only once, cross-sectional studies cannot determine if a change in one variable causes a change in another, nor can they track how these relationships evolve.

The research was conducted at the Sawit Seberang Health Center UPT, located in Sawit Seberang District, Langkat Regency, North Sumatra, from April to October 2023. The study population consisted of BPJS outpatients, with a total of 781 individuals across January, February, and March 2023. From this population, a sample of 89 individuals was selected using incidental (convenience) sampling, which is a non-random sampling method. This sampling technique was chosen due to practical considerations, such as time constraints and ease of access to participants at the health center. However, the use of incidental sampling limits the generalizability of the results since the sample may not fully represent the broader population.

The Slovin formula was used to determine the appropriate sample size, given the total number of outpatients. This formula helps to calculate a sample size that balances precision and practicality, accounting for a margin of error. The sample size was calculated to ensure sufficient power for statistical analysis, while also considering the constraints of the research setting.

Data Analysis

Univariate Analysis

Univariate analysis will be used to describe the characteristics of each variable in the study, including knowledge, attitudes, information, and comprehension of the outpatient referral system. Each of these variables will be measured using specific instruments designed to capture relevant data. For example, knowledge will be assessed through a series of questions about the referral process, while attitudes might be measured on a Likert scale assessing the participants' views on the importance and effectiveness of the referral system. The results will be presented in frequency distribution tables to provide an overview of the dataset.

Bivariate Analysis

Bivariate analysis will be used to explore the relationship between independent variables (such as knowledge, attitudes, and health worker involvement) and the dependent variable (the understanding and usage of the referral system). A Chi-square test will be applied to assess whether there is a statistically significant association between these variables. The null hypothesis (Ho) will be rejected if the p-value is less than 0.05, indicating that the relationship between the independent and dependent variables is not due to chance. For instance, we will examine whether individuals with better knowledge of the referral system are more likely to understand and use it. The Chi-square test will help determine if there is a significant relationship between these variables, providing insights into which factors influence referral system usage.

Multivariate Analysis

To explore the combined effects of multiple independent variables on the dependent variable, logistic regression will be used. This method is appropriate when the dependent variable is

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categorical, such as whether a participant correctly understands the referral system (yes/no). Logistic regression allows us to estimate the odds of a particular outcome based on multiple predictors simultaneously. The Exp(β) value in logistic regression will indicate the odds ratio, which shows how much the odds of the dependent variable occurring change for each one-unit increase in the independent variable. A positive β value means that as the independent variable increases, the odds of the dependent variable occurring also increase. Conversely, a negative β indicates that the independent variable decreases the odds of the dependent outcome. Before conducting the logistic regression analysis, it is important to test for the assumptions of the model, including multicollinearity (whether the independent variables are highly correlated) and linearity in the logit (whether the relationship between the independent variables and the log-odds of the dependent variable is linear). These assumptions will be checked to ensure the validity of the model.

RESULTS & DISCUSSION

Respondent Characteristics

Table 1. Frequency Distribution of Respondent Characteristics at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

Characteristics	f	%	Characteristics
Gender			
Female	47	52.8	Female
Male	42	47.2	Male
Age			
20-24 Years	16	18.0	20-24 Years
25-29 Years	17	19.1	25-29 Years
30-34 Years	13	14.6	30-34 Years
35-39 Years	14	15.7	35-39 Years
40-44 Years	13	14.6	40-44 Years
45-49 Years	13	14.6	45-49 Years
50-54 Years	3	3.4	50-54 Years
Education			
Elementary School	2	2.2	Elementary School
Middle School	14	15.7	Middle School
High School	63	70.8	High School
University	10	11.2	University
Total	89	100	Total

According to Table 1, of the 89 respondents, 47 were female (52.8%) and 42 were male (47.2%). Regarding age distribution, 16 respondents were aged 20-24 years (18.0%), 17 were aged 25-29 years (19.1%), 13 were aged 30-34 years (14.6%), 14 were aged 35-39 years (15.7%), 13 were aged 40-44 years (14.6%), 13 were aged 45-49 years (14.6%), and 3 respondents were aged 50-54 years (3.4%). Concerning educational attainment, 2 respondents possessed an elementary school education (2.2%), 14 had a middle school education (15.7%), 63 held a high school education (70.8%), and 10 respondents attained a university education (11.2%).

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Univariate Analysis

Table 2. Frequency Distribution Based on Respondents' Knowledge, Attitude, Information, Healthcare Workers, and Understanding of the Referral System at UPT Puskesmas Sawit Seberang, Langkat Regency, 2023

No.	Variable	f	%
Knowledge			
1	Good	42	47.2
2	Not Good	47	57.8
Attitude			
1	Positive	43	48.3
2	Negative	46	51.7
Information			
1	Good	40	44.9
2	Not Good	49	55.1
Healthcare Workers			
1	Good	42	47.2
2	Not Good	47	52.8
Understanding of the Referral System			
1	Good	44	49.4
2	Not Good	45	50.6
Total	89	100	

According to Table 2, it is evident that among the 89 respondents, 42 individuals (47.2%) possess good knowledge, while 47 individuals (57.8%) exhibit poor knowledge. According to table 2, it is evident that among the 89 respondents, 43 individuals (48.3%) exhibit positive attitudes, while 46 individuals (51.7%) display negative attitudes. According to table 2, it is evident that among the 89 respondents, 40 individuals (44.9%) possess good information, while 49 individuals (55.1%) have poor information. According to the data presented in table 2, among the 89 respondents, 42 individuals (47.2%) expressed a positive view of health workers, while 47 individuals (52.8%) indicated a negative perception. According to table 2, it is evident that among the 89 respondents, 44 respondents (49.4%) demonstrate a good understanding, while 45 respondents (50.6%) exhibit a poor understanding.

Bivariate Analysis

Table 3. Cross Tabulation between Knowledge, Attitude, Information and Health Workers towards Understanding the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

No.	Variable	Understanding the Outpatient Referral System				Total		*Sig-p*
		Good		Not Good				
		f	%	f	%	f	%	
	Knowledge							
1.	Good	35	39,3	7	7,9	42	47,2	0,000
2.	Not Good	9	10,1	38	42,7	47	52,8	
	Attitude							
1.	Positive	36	40,4	7	7,9	43	48,3	0,000
2.	Negative	8	9,0	38	42,7	46	51,7	
	Information							
1.	Good	34	38,2	6	6,7	40	44,9	0,000
2.	Not Good	10	11,2	39	43,8	49	55,1	

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	Health workers							
1.	Good	33	37,1	9	10,1	42	47,2	0,000
2.	Not Good	11	12,4	36	40,4	47	52,8	
	Total	44	49,4	45	50,6	89	100	

Based on Table 3. cross-tabulation between knowledge and understanding of the outpatient referral system, it is known that out of 89 respondents, 42 respondents (47.2%) have good knowledge, 35 respondents (39.3%) have good understanding, and 7 respondents (7.9%) have poor understanding. Furthermore, out of 47 respondents (52.8%) who have poor knowledge, 9 respondents (10.1%) have good understanding, and 38 respondents (42.7%) have poor understanding. Based on the results of the chi-square test, the sig-p value = 0.000 <0.05. Based on Table 3. cross-tabulation between attitudes towards understanding the outpatient referral system, it is known that out of 89 respondents, 43 respondents (48.3%) have positive attitudes, 36 respondents (40.4%) have good understanding, and 7 respondents (7.9%) have poor understanding. Furthermore, out of 46 respondents (51.7%) who had negative attitudes, 8 respondents (9.0%) had good understanding, and 38 respondents (42.7%) had poor understanding. Based on the results of the chi-square test, the sig-p value = 0.000 <0.05.

Based on Table 3. cross-tabulation between information on understanding the outpatient referral system, it is known that out of 89 respondents, 40 respondents (44.9%) had good information, 34 respondents (38.2%) had good understanding, and 6 respondents (6.7%) had poor understanding. Furthermore, out of 49 respondents (55.1%) who had poor information, 10 respondents (11.2%) had good understanding, and 39 respondents (43.8%) had poor understanding. Based on the results of the chi-square test, the sig-p value = 0.000 <0.05.

Based on Table 3. cross-tabulation between health workers on the understanding of the outpatient referral system, it is known that out of 89 respondents, 42 respondents (47.2%) stated that health workers were good, 33 respondents (37.1%) had a good understanding, and 9 respondents (10.1%) had a poor understanding. Furthermore, out of 47 respondents (52.8%) stated that health workers were not good, 11 respondents (12.4%) had a good understanding, and 36 respondents (40.4%) had a poor understanding. Based on the results of the chi-square test, the sig-p value = 0.000 <0.05.

A Multivariate Analysis

Candidate Variables for Multivariate Analysis

Table 5. Results of Candidate Variables

Variable	***Sig-p***
Knowledge	0,000
Attitude	0,000
Information	0,000
Health Worker	0,000

Process involved in logistic regression analysis includes the careful selection of variables to be incorporated into the multivariate analysis. The variables incorporated in the multivariate analysis are those that exhibit a p value of less than 0.25 in the analysis. The findings presented in table 4.16 indicate that all variables, specifically knowledge, attitude, information, and health workers, have been chosen for inclusion in the multivariate analysis due to their significance with a p value of less than 0.25.

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Regression Logistic Test

Table 6. Regression Logistic Test

	Variable	*Sig.*	*Exp (B)*
Step1[a]	Knowledge	0,020	5,361
	Attitude	0,017	5,603
	Information	0,012	6,804
	Health Workers	0,025	5,406

According to Table 6, the logistic regression analysis performed in this study at α = 0.05 indicates that the independent variables significantly affect the dependent variable as follows: If Sig < α (0.05), then an influence exists between the independent variable and the dependent variable. b. If Sig > α (0.05), then there is no effect of the independent variable on the dependent variable. In the context of each independent variable's relationship. Knowledge exhibits a significance p-value of 0.020, which is less than the alpha level of 0.05. This indicates that knowledge significantly influences the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. The attitude variable exhibits a significance p-value of 0.017 (α < 0.05), indicating that attitude significantly influences the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. The significance p-value for information is 0.012, which is less than α 0.05, indicating that information significantly influences the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023.

Health workers exhibit a significance level (p-value) of 0.025, which is less than the alpha threshold of 0.05. This indicates that health workers significantly influence the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. The findings of this test demonstrate that all factors—knowledge, attitudes, information, and health workers—affect the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. Additionally, the research findings indicate that the primary factor influencing the understanding of the outpatient referral system is information, with the information variable exhibiting an Exp (B) value of 6.804, significantly higher than other factors.

The Influence of Knowledge on Understanding the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

The results of the logistic regression test indicate that knowledge has a significance p-value of 0.020 (α < 0.05), suggesting that knowledge influences the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. This study aligns with Sayuti's 2021 research on factors influencing BPJS Health patient referrals at the Sungai Ulin Health Center. The findings indicate significant relationships between knowledge (p-value = 0.021), attitude (p-value = 0.008), equipment availability (p-value = 0.000), patient requests (p-value = 0.001), and emergency/complications (p-value = 0.000) and BPJS Health patient referrals at the center (Sayuti et al., 2021). This study aligns with Janis's 2020 research on the factors influencing the implementation of JKN patient referrals within the referral system at the Health Center. It demonstrates a significant relationship between knowledge and information regarding the JKN patient referral system at the Tilango Health Center, with significance values of 0.000 and 0.009, respectively (Janis F., 2020). Knowledge arises from the process of knowing, which follows the sensory perception of a specific object. Sensing is facilitated by the five human senses: sight, hearing, smell, taste, and touch. The majority of human knowledge is acquired through visual and auditory perception (Notoatmodjo, 2012). The cognitive domain plays a crucial role in influencing an individual's actions (overt behavior). When individuals accept or adopt new behaviors informed by knowledge, awareness, and positive attitudes, such behaviors are likely to

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be sustained over time. If behavior lacks knowledge and awareness, it is unlikely to be sustained over time (A.W & Dewi, 2019).

The researcher posits that knowledge influences the understanding of the outpatient referral system. The influence arises from a comprehensive understanding of the outpatient referral system, which enhances patients' comprehension of the referral flow within BPJS outpatient services. As patient knowledge increases so does awareness of the appropriate referral system, which can enhance patient insight into the outpatient referral process. Currently, many patients possess limited knowledge regarding the outpatient referral system. This study found that patient knowledge regarding the referral system was predominantly inadequate, as evidenced by a lack of understanding of the referral flow from registration to the referral process, the requirements for referrals, the diseases eligible for referral, and the associated benefits of referrals. The deficiency in patient knowledge stems from inadequate sources of information available to them; patients primarily rely on referrals from healthcare professionals without actively seeking additional information to enhance their understanding.

The Influence of Attitudes on Understanding the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

The results of the logistic regression test indicate that attitudes have a significance p-value of 0.017 ($\alpha < 0.05$), suggesting that attitudes influence the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. This study aligns with the research by Elok et al. (2020) regarding the relationship among predisposing, reinforcing, and enabling factors and the number of referrals at the Sindang Barang Health Center in Bogor City. The findings indicate no significant relationships between knowledge ($p = 0.413$), facilities and human resources ($p = 0.839$), age ($p = 0.121$), education ($p = 0.520$), and gender ($p = 0.223$). Information and attitudes regarding referrals ($p = 0.000$) indicate a significant relationship with referrals (Permata et al., 2021).

This study aligns with Sayuti's 2021 research on factors influencing BPJS Health patient referrals at the Sungai Ulin Health Center. It demonstrates significant relationships between knowledge (p-value = 0.021), attitude (p-value = 0.008), equipment availability (p-value = 0.000), patient requests (p-value = 0.001), and emergency/complications (p-value = 0.000) with BPJS Health patient referrals at the center. Attitude refers to an individual's reaction or response that remains fixed in relation to a situation or object. Attitudes cannot be directly observed; they must be inferred from observable behavior. Attitude indicates the appropriateness of responses to specific stimuli. In daily life, it constitutes an emotional response to social contexts. Newcomb, a social psychologist, asserted that attitude represents a readiness to act rather than a facilitator of specific motives. Attitude represents a predisposition toward action or behavior, rather than an actual action or activity. The attitude remains a closed response rather than an open one (Notoatmodjo S, 2012). The researcher posits that attitude influences the comprehension of the outpatient referral system. This influence arises from the necessity of attitude as a critical component for patients to enhance awareness regarding an effective outpatient referral system. A positive patient attitude facilitates the effective implementation of the outpatient referral system, whereas a negative attitude hinders its proper execution. A positive attitude emerges from the patient's response to the outpatient referral system. Nonetheless, the findings of this study reveal that numerous patients maintain negative attitudes, particularly those who indicate confusion regarding the management of the outpatient referral system. Additionally, some patients prefer visiting the clinic over the health center due to the complexity and time consumption associated with referral requirements. These issues suggest that patients' comprehension of the outpatient referral system remains inadequate, largely attributable to their own negative attitudes.

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The Influence of Information on Understanding the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

The logistic regression test results indicate that the information variable has a significance p-value of 0.012 ($\alpha < 0.05$), suggesting that information significantly influences the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. This study aligns with Siregar's 2018 research on factors influencing referrals of Social Security Administering Body (BPJS) patient participants at the Sigambal Health Center. The findings indicate that the variables related to referrals include the availability of facilities and human resources ($p = 0.001 < p = 0.25$) and information about referrals ($p = 0.104 < p = 0.25$) (Siregar, 2018). This study aligns with Janis's 2020 research on the factors influencing the implementation of JKN patient referrals within the referral system at the Health Center. It demonstrates a significant relationship between knowledge and information regarding the JKN patient referral system at the Tilango Health Center, with significance values of 0.000 and 0.009, respectively (Janis, 2020). Information sources significantly influence an individual's attitude or decision-making process. Information sources are ubiquitous, found in markets, schools, homes, commercial institutions, books, magazines, newspapers, libraries, and various other locations. The point denotes the location of an object or event, where information is generated and subsequently recorded and stored via print or electronic media. Various types of information sources exist, including books, magazines, newspapers, radio, tape recorders, CD-ROMs, computer diskettes, brochures, pamphlets, and other media for recording information. These serve as repositories for recorded information. L. Green's theory, as discussed in Notoatmodjo, posits that information sources serve as motivators for the development of positive health behaviors (Notoatmodjo, 2012).

The researcher posits that information affects the comprehension of the outpatient referral system. The relationship between information and comprehension of the referral system is significant; increased exposure to information correlates with enhanced understanding. Patients who frequently receive information regarding the outpatient referral system tend to have a better grasp of it. Conversely, a lack of information results in a poor understanding of the referral system among patients. The results of this study indicate that a significant number of patients lack awareness and information regarding referral service procedures, including the referral registration process and the steps involved until the patient is referred. Consequently, many patients do not comprehend the outpatient referral system.

The Influence of Health Workers on the Understanding of the Outpatient Referral System at the Sawit Seberang Health Center UPT, Langkat Regency in 2023

The results of the logistic regression test indicate that health workers have a significance p-value of 0.025 ($<\alpha$ 0.05), suggesting that they influence the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023. This study aligns with the research conducted by Nurhayani in 2019, which analyzed the implementation of the BPJS Kesehatan patient referral system at the Mamasa Health Center, Malabo Health Center, and Balla Health Center in Mamasa Regency. The findings indicate that a key supporting factor is the availability of human resources; however, there remains a discrepancy in competence and a deficiency in resources. The availability of medicines remains restricted, and delays in drug distribution persist. There is a necessity for referral medical services driven by medical indications, as well as instances where patients request their own referrals. The limiting factor associated with the BPJS patient referral system is the accessibility of healthcare facilities (Nurhayani & Rahmadani, 2019). This study aligns with Siregar's 2018 research on factors influencing referrals of Social Security Administering Body (BPJS) patient participants at the Sigambal Health Center. The findings indicate that the availability of facilities and human resources ($p = 0.001 < p = 0.25$) and information regarding referrals ($p = 0.104 < p = 0.25$) are significant variables related to referrals (Siregar, 2018). Law No. 36 of 2014 defines health workers as individuals dedicated to the health sector who possess knowledge or skills acquired

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through education relevant to specific health-related roles. Patients and the community evaluate high-quality health services as those that demonstrate empathy, respect, and responsiveness to their needs. Services must align with community needs and be delivered in a cordial manner during designated visiting hours. Health workers must perform their duties in alignment with service quality standards (Notoatmodjo, 2012).

Service quality is defined as the ability of health workers to perform their duties professionally, aimed at enhancing the health of patients and the community, utilizing their knowledge and skills, alongside the availability of high-quality health equipment that meets established standards. The commitment and motivation of officers are contingent upon their capacity to perform their duties effectively. The health behavior of individuals or communities is influenced by their knowledge, attitudes, beliefs, and traditions. The availability of facilities, along with the attitudes and behaviors of health workers, will contribute to the development of an individual's behavior (Notoatmodjo, 2012). The researcher posits that health workers impact the comprehension of the outpatient referral system. The influence of health workers is significant in enhancing patient comprehension of the outpatient referral system. They provide essential information, motivation, direction, and guidance, which contribute to increased patient awareness and understanding of the procedures involved, from registration to referral. An improved role of health workers in the outpatient referral process enhances patient understanding of the outpatient referral system. The findings of this study reveal that some patients perceive the performance of health workers as inadequate. Specifically, issues include the absence of health workers when patients require information regarding outpatient referrals, a lack of clarity in referral system procedures, insufficient support for patients during referral processes, failure to assist patients facing challenges in completing referrals, and neglect of patient complaints about the referral system. Consequently, patient understanding of the outpatient referral system remains suboptimal.

CONCLUSION

Conclusions The conclusion of this study is that there is an influence between knowledge, attitudes, information and the influence of health workers on the understanding of the outpatient referral system at the Sawit Seberang Health Center UPT, Langkat Regency in 2023.

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Conflict of Interest

The authors declare that there is no conflict of interest regarding the publication of this research. No financial or personal relationships that could have influenced the research or its outcomes were present.

Data Availability

The datasets generated and analyzed during this study are available from the corresponding author upon reasonable request. Due to privacy and confidentiality constraints, data access will be provided only to qualified researchers who meet the ethical and legal requirements for data handling.

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