

**PROGRAM STUDI SI ILMU KESEHATAN MASYARAKAT FAKULTAS
KESEHATAN DAN INFORMATIKA. INSTITUT KESEHATAN PAYUNG
NEGERI PEKANBARU.**

PENELITIAN RISET, 23 JUNI 2026

GITA FACHRUNNISSA

**Analisis Pelaksanaan Sistem Rujukan Pelayanan Kesehatan Dalam
Peningkatan Mutu Pelayanan Di UPTD Puskesmas Daik Kepulauan Riau
Tahun 2026**

X + 85 Halaman + 4 Tabel + 2 Gambar + 9 Lampiran

ABSTRAK

Sistem rujukan pelayanan kesehatan merupakan bagian penting dalam penyelenggaraan pelayanan kesehatan berjenjang yang bertujuan meningkatkan mutu pelayanan kepada masyarakat. Pelaksanaan sistem rujukan yang belum optimal dapat menyebabkan keterlambatan pelayanan, ketidakefisienan pelayanan, serta menurunkan kualitas pelayanan kesehatan. Penelitian ini bertujuan untuk menganalisis pelaksanaan sistem rujukan pelayanan kesehatan dalam peningkatan mutu pelayanan di UPTD Puskesmas Daik Kepulauan Riau Tahun 2026.

Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Informan penelitian berjumlah 8 orang yang terdiri atas dokter, penanggung jawab BPJS Kesehatan, tiga orang pasien, dua orang staf rekam medis, dan Kepala UPTD Puskesmas Daik. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan telaah dokumen.

Hasil penelitian menunjukkan bahwa pelaksanaan sistem rujukan di UPTD Puskesmas Daik secara umum telah berjalan dengan baik. Ketersediaan SDM dinilai cukup memadai dengan pembagian tugas yang jelas serta didukung pelatihan mengenai sistem rujukan, meskipun masih diperlukan penambahan tenaga saat beban pelayanan meningkat. Kepatuhan tenaga kesehatan terhadap SOP rujukan telah dilaksanakan sesuai prosedur, didukung penggunaan sistem informasi rujukan serta koordinasi antartugas yang baik. Kepatuhan pasien terhadap alur rujukan juga tergolong baik karena pasien telah memahami prosedur rujukan melalui edukasi yang diberikan petugas kesehatan.

Kesimpulan penelitian ini adalah pelaksanaan sistem rujukan pelayanan kesehatan di UPTD Puskesmas Daik telah berjalan cukup optimal dalam mendukung peningkatan mutu pelayanan kesehatan. Namun demikian, peningkatan jumlah SDM, pelatihan berkelanjutan, monitoring pelaksanaan SOP, dan edukasi kepada masyarakat tetap diperlukan agar kualitas pelayanan rujukan semakin optimal.

Kata Kunci: Sistem Rujukan, Puskesmas, SDM, SOP, Kepatuhan Pasien.

Daftar Bacaan : 26 (2009-2025)

**UNDERGRADUATE PROGRAM IN PUBLIC HEALTH
FACULTY OF HEALTH AND INFORMATICS
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RESEARCH STUDY, JUNE 23, 2026**

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**ANALYSIS OF THE IMPLEMENTATION OF THE HEALTH CARE
REFERRAL SYSTEM IN IMPROVING SERVICE QUALITY AT UPTD DAIK
COMMUNITY HEALTH CENTER, RIAU ISLANDS, 2026**

x + 85 Pages + 4 Tables + 2 Figures + 9 Appendices

ABSTRACT

The health care referral system is an essential component of a tiered health service system aimed at improving the quality of health services for the community. An ineffective referral system may lead to delays in treatment, service inefficiency, and reduced quality of health care. This study aimed to analyze the implementation of the health care referral system in improving service quality at UPTD Daik Community Health Center, Riau Islands, in 2026.

This study employed a qualitative descriptive research design. The participants consisted of eight informants, including one physician, one BPJS Health officer, three patients, two medical record officers, and the Head of the Daik Community Health Center. Data were collected through in-depth interviews, observations, and document review.

The findings indicated that the implementation of the referral system at the Daik Community Health Center has generally been well implemented. Human resources were considered adequate with clear task distribution and supported by referral system training, although additional personnel are still needed during periods of high patient volume. Health workers demonstrated good compliance with referral Standard Operating Procedures, supported by the use of a referral information system and effective coordination among staff. Patient compliance with the referral pathway was also good, as most patients understood the referral procedures through education provided by health workers.

In conclusion, the implementation of the health care referral system at UPTD Daik Community Health Center has been relatively optimal in supporting the improvement of health service quality. However, increasing the number of health personnel, providing continuous training, strengthening SOP monitoring, and enhancing community education are recommended to further improve the quality of referral services.

Keywords: *Referral System, Service Quality, Human Resources, Standard Operating Procedures, Patient Compliance.*

References: *26 (2009–2025).*