

## ABSTRACT

*15.3% of 2.2 million patients treated at Primary Care, especially puskesmas, were referred to hospitals and 214,706 cases of which were proven not to be referred to hospitals and could be treated thoroughly in Primary Care. Several factors can cause a high number of referrals, namely the competence of doctors, the doctor's desire to obtain advice about diagnosis and therapy that has been done, doctors' fears about malpractice actions, and health service facilities and infrastructures that have not been supported, doctors want an advice about diagnose and treatment from the specialist, and health service facilities and infrastructures that have not been supported (Forrest, Nutting, von Schrader, Rohde, & Starfield, 2006). One way to solve it is to hold training for doctors in primary health care facilities. This is a qualitative study with study of phenomenology. We conducted Focus Group discussion with fourteen General Doctor's(GD's) as participants of the training primary care physicians perceptor who had internship at PKU Muhammadiyah Hospital. The result of the study are GD's got so many benefits from the training and there were the different skills and knowledge after the training especially in skill of doctor-patient communication. Beside that, there was increasing of pre-post test score of training (mean score pre test 49 to mean score post test 67,25). However, there are problems about patients referral and BPJS should evaluate the system of patients referral integratedly.*

*Keyword: General Doctor, Paradigm shifting, Patient Referral*

## INTISARI

Sebanyak 2,2 Juta pasien yang berobat di FKTP, khususnya puskesmas, sekitar 15,3% diantaranya dirujuk ke RS. Hasil evaluasi didapatkan bahwa dari total pasien yang dirujuk, 214.706 kasus diantaranya terbukti tidak perlu dirujuk ke RS dan dapat diobati secara tuntas di FKTP. Beberapa faktor yang dapat menyebabkan tingginya angka rujukan adalah kompetensi dokter, keinginan dokter untuk memperoleh nasihat tentang diagnosis dan terapi yang telah dilakukan, serta sarana dan prasana pelayanan kesehatan yang belum mendukung. Salah satu cara yang dilakukan untuk menanganinya yaitu mengadakan pelatihan kepada dokter di fasilitas pelayanan kesehatan Primer. Penelitian ini merupakan penelitian kualitatif dengan desain studi fenomenologi. *Focus Group Discussion* dilaksanakan dengan 14 peserta pelatihan CPL DLP. Hasil dari penelitian ini didapatkan bahwa Pelatihan CPL DLP memberikan manfaat bagi peserta pelatihan dan terdapat peningkatan ketrampilan sebelum dan sesudah mengikuti pelatihan CPL DLP (khususnya ketrampilan komunikasi dokter-pasien) serta terdapat peningkatan pengetahuan sebelum dan sesudah pelatihan (nilai-rata-rata skor *pretest* : 49 & nilai rata-rata skor *posttest* : 67,25). Namun terdapat beberapa permasalahan terkait rujukan pasien dari FKTP ke FRTL dan perlunya monitoring dan evaluasi terkait sistem rujukan secara terintegrasi oleh BPJS.

Kata kunci : Dokter layanan primer, *Paradigm Shifting*, Rujukan pasien