

Efforts To Improve The Completeness Of Filling Supporting Results In The Summary Of Hospitalization To Prevent The Return Of BPJS Claims In Ibnu Sina Hospital Gresik Regency .Ermin Nurhayati. NIM G41190089.
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ABSTRACT

Completeness of filling out supporting results in the summary of hospitalization is important for the completeness of BPJS Claims. Because if there is an incomplete filling of the supporting results in the summary of hospitalized patients, it can lead to the return of BPJS claims. DPJP is the Doctor in Charge of Patient Services who must fill in the completeness of supporting results on the summary of the hospital patient's return. If DPJP is not allowed to fill out supporting results on the summary of hospitalization patients can be represented with MPP. The purpose of this study is to make efforts to improve the filling of supporting results on the summary of hospitalized patients to prevent the return of BPJS claims at the Ibnu Sina Regional Hospital, Gresik Regency by identifying the factors causing the incomplete filling of supporting results in the summary of inpatient hospitalization in terms of Green behavior theory then determining the priority of the problem with the USG method (Urgency, Seriousness, Growth) and then compiling remedial efforts through Brainstroming. The types of research used are qualitative, data collection through interviews of 5 respondents, questionnaires and observations. The results showed that the priority of the problem of incompleteness in filling in supporting results in the summary of hospitalized patients was the number of patients treated by the DPJP. The advice given is to provide guidance to the DPJP and hold minimal in-house training to the DPJP and MPP regarding completeness of filling in supporting results in the summary of returning home patients to prevent the return of BPJS claims, Need to make SPO complete filling out summary of inpatients for the success of BPJS claims, Need to hold another REAL TIME SEMARAK to give appreciation to DPJP and MPP.

Keywords: *behavior, incomplete filling of supporting results, DPJP and MPP*