

**ANALYSIS OF THE LEVEL OF UNDERSTANDING OF THE TIERED
REFERRAL SYSTEM ON THE SATISFACTION OF BPJS PATIENTS AT
RUMAH SAKIT UMUM DAERAH Ir. SOEKARNO SUKOHARJO DISTRICT**

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ABSTRACT

Background; In Indonesia, the referral system is organized in a tiered form, which functions as part of the system and relates to each other. Satisfaction is a very important indicator in measuring health services in hospitals. The problem that often occurs in a tiered referral system that affects patient satisfaction is that patients do not understand the tiered referral system. **The objectives of the research;** Analyzing the level of understanding of the tiered referral system on BPJS patient satisfaction at RSUD Ir. Soekarno Sukoharjo Regency. **Methods;** This type of research is quantitative with descriptive research design. **Result;** The level of understanding of the tiered referral system with BPJS patient satisfaction obtained that 4 respondents had a low level of understanding felt less and quite satisfied. A total of 41 respondents had a moderate level of understanding although there were still respondents who felt less satisfied and satisfied, but most respondents who had a moderate level of understanding felt quite satisfied. A total of 10 respondents had a high level of understanding and were satisfied. **Summary;** There is a significant relationship between the level of understanding of the tiered referral system and BPJS patient satisfaction at Rumah Sakit Umum Daerah Ir. Soekarno Sukoharjo Regency.

Keywords : BPJS, Understanding, Satisfaction, Tiered Referral System