Increased Demand Determinants Analysis of Patient Care Class BPJS (Operator Of Social Security Agency) Non PBI (Beneficiaries Fee) Royal Prima Hospital
Year 2018

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Abstract

The decision to choose the promotion of the next treatment is a petition which shows up to the health care in the National Health Insurance Indonesian era. The stipulation to promote to the next level of treatment is regulated by Presidential Regulation Number 12 in 2013 about health insurance chapter 24. In this research, the researcher found roommates Several factors influence the petition of health care. This research aims to determine the petition of the promotion to the next level of treatment to the BPJS non PSB Patients at the Royal Hospital Prima in 2018. This research uses cross sectional approach to 90 respondents. The result of this research shows us the which the significant factors influence the selection of the promotion to the next level such as the treatment of hospital facilities, the service facilities, the cost, the ease of information and the perception toward the diseases. The hospital facilities are the most decisive factor toward the petition of the promotion to the next level of treatment to the BPJS non PBI Patients at Royal Prima in 2018. It means that the facilities of the Royal Prima hospital will influence 3697 times of increasing the petition of BPJS non PBI Patients at Royal Prima hospital in 2018. In conclusion, the hospital facilities are the most decisive factor of increasing the petition of BPJS non PBI Patients to the next level of treatment at the Royal Prima Hospital in 2018. The researcher suggests to the management of hospital to provide affordable prices of VIP class.

Keyword   : Hospital, Inpatient, BPJS Insurances, Class Treatment

Introduction

The National Health Insurance Program (JKN) is one of the Social Security program is the right and duty of every citizen of Indonesia mandated in Law No. 40 of 2004 on National Social Security System. Every citizen and foreigners who have worked at least 6 (six) months in Indonesia is obliged to follow the social security program, so as to create a cross subsidy mechanism and mutual aid society in health insurance that is based on a social security system based on social insurance (Act No. 40 2004).

On January 1, 2014, to amend PT. Askes (Persero) to Social Security Agency of Health. With the implementation of this Health BPJS then the whole program PT. Askes (Persero) as providers of social security and as a program implementer JAMKESMAS switch to BPJS. It can take a look at the provisions of Article 5 of Law No. 24 of 2011 concerning Social Security Agency (Act No. 24 of 2011).

Social Security Agency, hereinafter abbreviated BPJS is a legal entity formed to administer social security programs. The social security program is part of efforts towards Universal Health Coverage (UHC). According to WHO (2010), universal health coverage is a health system in which every citizen in equitable access to quality health services and needs at an affordable cost. Issuance of Presidential Decree No. 19 of 2016 on Health Insurance, and Decree No. 4 in 2017 about the standard rates of health services is a step integration between service delivery and financing of health care in managed care, and a solution in response to the dynamics that occur in the process towards Universal Health coverage (UHC) (Ministry of Health,

As of 1 April 2018, there were 195 170 283 JKN people as participants were divided into two types of membership are BPJS PBI participants (beneficiary contributions) and as many as 116 982 202 Non-PBI (non beneficiaries dues) of 78,188,081. Participants BPJS PBI also called participant receiving tuition assistance from the government monthly dues paid by the government, while the non-pbi is a participant BPJS paid monthly dues alone. (BPJS Health, 2017).

BPJS number of patients who undergo inpatient at the hospital has increased almost 300% of the approximately 2500 patients per month at the end of 2013 to over 10,000 patients per month at the end of the year total 2014.Jumlah hospitals according to Health Ministry data, as many as 2,421 hospital , The hospital has been working with BPJS since October 10, 2014 as many as 1,592 hospitals (65.75%) of which there are 617 private hospitals (40%) as a referral health facility BPJS (Palupi, 2016).

BPJS as the organizer of a national health insurance program continue to improve implementation of the program to provide the best services to the participants of one of them by providing treatment facilities class move. Right to grade treatment is one of the benefits package for accommodation of JKN, as stipulated in the Regulation of the President of the Republic of Indonesia Number 19 of 2016, which was later revised into a Presidential Regulation No. 28 of 2016 on Health Insurance Article 24 paragraph (1) and (2), which states that for non PBI BPJS participants who want a higher grade than his right, can improve its rights by following the additional insurance, or pay the difference between the cost of guaranteed BPJS at a cost that must be paid as a result of an increase in treatment classes. (Presidential Decree No. 28, 2016, 2016).

Related to the difference between the cost of which is guaranteed, then clarified in Decree No. 4 2017, Article 25, paragraph 2 (b) and (c), on setting up the additional costs for the participants JKN rising class hospital treatment. Patients With Non BPJS PBI, there are factors of satisfaction pick up class care in private health facilities despite the consequences tuition fee charges were too high. This is consistent with the results of Sulistyorini (2011), that the satisfaction with inpatient care at government hospitals are generally lower than inpatient care at private hospitals (95.4%) (Ministry of Health, 2017).

Applicability of the policy on the current care-class ride, have an impact on the number of visits patients at private health facilities. The phenomenon of rising demand in the nursing class of non PBI BPJS Patients in private hospitals more for the hope for the sake of the patients themselves. Getting comfortable rooms, a family waiting ensures peace and speedy recovery is the main desire, as well as have certainty time doctor visit, the availability of inpatient and full service support facilities. It is also in accordance with the results of the study that the increased inpatient visits will always be followed by a high demand in terms of improving health care (Palupi, 2016).

The purpose of this study is to analyze the determinants of demand for patient care to the next grade BPJS non PBI participants, thus found that the dominant factor causing rising demand class care to patients BPJS non PBI participants treated in the Royal Hospital Prima 2018.

Methodology of Study

This study was designed using cross-sectional approach to analyze the determinants of demand for patient care to the next grade non PBI BPJS participants were treated at the Royal

Hospital Prima Year 2018. The population in this study were non PBI BPJS patients who are hospitalized as many as 877 patients (average visit inpatients from January to March 2018). The research sample of 90. The sampling technique used was purposive sampling where researchers determine the sampling by defining specific characteristics to suit the purpose of research that is expected to answer the research problems. The variables in this study included the two variables, namely: independent variables and the dependent variable. The independent variables in this study were age, education and employment of predisposing factors (predisposing Characteristics), hospital facilities, care facilities, the cost of services, income, and ease of information on the factors characteristic ability (Enabling Characteristics), and perception of the pain and the influence of family / party of factors needs of the patient (need Characteristics). The dependent variable in this study is the use of class patient care facilities move BPJS Non PBI. To collect data the researcher do with observation, questionnaire, interview, and literature study. Where the data processing techniques with Editing, Coding, Entry or Processing and Cleaning. and perception of the pain and the influence of family / party of factors the patient's needs (Need Characteristics). The dependent variable in this study is the use of class patient care facilities move BPJS Non PBI. To collect data the researcher do with observation, questionnaire, interview, and literature study. Where the data processing techniques with Editing, Coding, Entry or Processing and Cleaning. and perception of the pain and the influence of family / party of factors the patient's needs (Need Characteristics). The dependent variable in this study is the use of class patient care facilities move BPJS Non PBI. To collect data the researcher do with observation, questionnaire, interview, and literature study. Where the data processing techniques with Editing, Coding, Entry or Processing and Cleaning.

Result and Discussion

Research succeeded in collecting the data characteristics of respondents by sex, education, occupation, age and income. The complete distribution of respondents by sex, education, occupation, age and income of non PBI PBJS patients at the Royal Hospital Prima Medan are presented in Table 1.

Table 1. Distribution of respondents by sex, education, occupation, age and income BPJS pasine non PBI at the Royal Hospital Prima 2018

Gender	f	%
Woman	61	67.8

Man	29	32.2
Education	**f**	**%**
≤SMA	42	46.7
College	48	53.3
Work	**f**	**%**
Work	57	63.3
Does not work	33	36.7
Age	f	%
≥15 years	88	97.8
<15 years	2	2.2
Income	f	%
high ≥2.500.000	48	53.3
Low <2,500,000	42	46.7

Characteristics of respondents non PBI BPJS patients who are hospitalized in the hospital the Royal Prima Medan based on sex is dominated by women (67.8%) with the level of education the majority of graduates of PT (53.3%) work (63.3%), aged ≥ 15 years (97.8%) and had ≥ Rp.2.500.000,00 income per month.

The next stage of this research is the researcher wants to see the use of moving class care, hospital facilities, care facilities, cost of service, ease of information and the perception of pain in patients BPJS non PBI who are hospitalized in the hospital the Royal Prima 2018 and the full utilization of moving class care, hospital facilities, care facilities, cost of service, ease of information and the perception of pain in patients with non PBI BPJS who are hospitalized in the hospital the Royal Prima 2018 are presented in table 2.

Table 2. Distribution of respondents by grade determinant request perawtan non PBI BPJS patients at the Royal Hospital Prima 2018

variables	f	%
moving a class		
Yes	73	81.1
No	17	18.9
Amenities Hospital		
Adequate	61	67.8
Inadequate	29	32.2
Infrastructure & Services		
Good	64	71.1
Not good	26	28.9
Cost of Services		
Corresponding	56	62.2
It is not in accordance with	34	37.8
Ease Information		
Yes	58	64.4

No	32	35.6
Against Pain Perception		
Positive	34	37.8
Negative	56	62.2

Table distribution of respondents by determinant of demand for the next grade non PBI BPJS patient care in hospitals Royal Prima 2018 showed that81.1% of patients do demand rises treatment classes from grade 1 to VIP. A total of 67.8% of respondents said inadequate hospital facilities, 71.1% said health care facilities in hospitals Royal Prima good, 62.2% of respondents said the cost of hospital services Royal Prima also categorized according to the ease of information obtained very easy (64.4%), and 62.2% of respondents have a negative perception of pain.

3.1. Bivariate analysis

3.1.1. The relationship of age to request grade non PBI PBJS patient care at the Royal Hospital Prima 2018

A complete analysis of chi square with demand rising age class non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in detail in Table 3.

Table 3. Analysis of the relationship of age with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018.

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Age							
Adult	71	80.7	17	19.3	88	100	1,000
Children	2	100	0	0	2	100	

From table analysis demand relationship of age with grade non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significance value greater than 0.05 means that there was no significant association of age with rising demand class non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.2. Relationship work with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test age with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 4.

Table 4. Analysis of the employment relationship with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Work							
Work	48	84.2	9	15.8	57	100	0.324
Does not work	25	75.8	8	24.2	33	100	

From table analysis work with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value greater than 0.05 means that there was no significant association of age with rising demand class non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.3 Relationship education with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test education with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018are presented in Table 5.

Table 5. Analysis of educational relations with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Education							
≤High School	35	83.3	7	16.7	42	100	.614
College	38	79.2	10	20.8	48	100	

From table analysis relation between education and rising demand class non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value greater than 0.05 means that there is no significant correlation with demand rising education class non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.4. Relationshiphospital facilities with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test hospital facilities with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 6.

Table 6. Analysis of hospital facilities relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)	Total p-Value

	Yes		No				
	n	%	n	%	n	%	
Amenities Hospital							
Adequate	54	88.5	7	11.5	61	100	**0,009 ***
Inadequate	19	65.5	10	34.5	29	100	

From table analysis relationships hospital facilities with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed signifikasni value of less than 0.05 means that there is a significant correlation hospital facility with a request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.5. Relationshiprevenue with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test revenue with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018are presented in Table 7.

Table 7. Analysis of revenue relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

	The dependent variable (Take care class)				Total		p-Value
The independent variable	Yes		No				
	n	%	n	%	n	%	
Income							
High ≥ 2,500,000	40	83.3	8	16.7	48	100	0.565
Low <2,500,000	33	78.6	9	21.4	42	100	

From table analysis revenue with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value greater than 0.05 means that there is no significant correlation with demand rising income class non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.6. Relationship service facility with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test service facility with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 8.

Table 8. Analysis relationship with demand service facility grade non PBI BPJS patient care at the Royal Hospital Prima 2018

	The dependent variable (Take care class)				Total		p-Value
The independent variable	Yes		No				
	n	%	n	%	n	%	

Infrastructure & Services	n	%	n	%	n	%	p-Value
Good	56	87.5	8	12.5	64	100	0,034
Not good	17	65.4	9	34.6	26	100	

From table analysis relationship with requests service facility grade non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value of less than 0.05 means that there is a significant correlation with demand service facility grade non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.7. Relationship cost of service with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test cost of service with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 9.

Table 9. Analysis of the relationship with the service charges up demand class non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Cost of Services							
Corresponding	49	87.5	7	12.5	56	100	**0,047**
It is not in accordance with	24	70.6	10	29.4	34	100	

From table analysis relationship with the service charges up demand class non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value of less than 0.05 means that there is a significant relationship with a service charge demand BPJS grade non PBI patient care at the Royal Hospital Prima 2018.

3.1.8. Relationshipease of information with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test ease of information with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 10.

Table 10. Analysis ease relations information with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Ease of information							
Yes	50	86.2	8	13.8	58	100	0.096

No	23	71.9	9	28.1	32	100

From table analysis ease relations information with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value of less than 0.05 means that there is a significant relationship with the ease of information request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018.

3.1.9 Relationship pain perception with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The results of chi-square test pain perception with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 are presented in Table 4.11.

Table 4.11. Analysis of the perception of pain relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018

The independent variable	The dependent variable (Take care class)				Total		p-Value
	Yes		No				
	n	%	n	%	n	%	
Against Pain Perception							
Positive	31	91.2	3	8.8	64	100	0.055
Negative	42	75.0	14	25.0	56	100	

From table analysis pain perception relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018 unknown result chi-square test showed a significant value of less than 0.05 means that there is a significant relationship with pain perception request BPJS grade non PBI patient care at the Royal Hospital Prima 2018.

3.2. Multivariate analysis

The results of multiple logistic regression analysis of the determinants of the demand prediction model grade non PBI BPJS patient care in hospitals Royal Prima 2018 are presented in Table 12.

Table 12. Multiple logistic regression analysis of the determinants of the demand prediction model grade non PBI BPJS patient care in hospitals Royal Prima 2018.

No.	variables	B	Std.Eror	df	Sig	Exp (B)
1	Work	.930	0.715	1	.193	2.535
2	Education	.994	0.741	1	.180	2,702
3	Hospital facilities	1.307	0,753	1	0.082	3.697
4	The service charge	1,126	1.622	1	0,488	3,084
5	Ease of information	1.144	1,607	1	0.477	0.319
7	the perception of pain	0.678	0.803	1	0.398	1,970
8	Constant	7.344	2,493	1	0,003	0,001

Results of analysis of multiple logistic regression prediction model determinants of demand rising class patient care BPJS non PBI in hospital Royal Prima in 2018 obtained the highest value Exp (B) Significant hospital facility that is 3.697, meaning that the hospital facilities Royal Prima will affect 3.697 times demand grade non PBI BPJS patient care in hospitals Royal Prima 2018.

Conclusion

1. There is a connection request hospital facility grade non PBI BPJS patient care at the Royal Hospital Prima 2018.
2. There is a relationship means hospital services with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018.
3. There is a service charge relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018.
4. There is a relationship with the ease of information request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018.
5. There is a perception of pain relationship with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018.
6. There is no relationship of age with demand rising class of non PBI BPJS patient care at the Royal Hospital Prima 2018.
7. There is no employment relationship with the request to the next grade non PBI BPJS patient care at the Royal Hospital Prima 2018.
8. There is no relation between education and rising demand class non PBI BPJS patient care at the Royal Hospital Prima 2018.
9. No association with demand rising income class non PBI BPJS patient care at the Royal Hospital Prima 2018.
10. Hospital facilities of the most decisive requests grade non PBI BPJS patient care at the Royal Hospital Prima 2018.

Suggestion

1. For the people expected to be able to raise awareness of health in order to more actively utilize health services in the working area of the Royal Hospital Prima Medan.

2. Royal Hospital for Prima is expected to further improve the quality of service both in terms of adding facilities and hospitals for the better, and in getting the ease of information for patients, their families and the people around the Royal Hospital Prima Medan.

3. Especially for Medan City Government expected to pay more attention to public health that have a family income below the MSE to be able to increase the degree of health.

4. For people who have low levels of education are expected to absorb the information and recognize the symptoms of the disease so memili desire to take advantage of health services in the working area of the Royal Hospital Prima Medan.

5. For further research is expected to add variation to better gauge demand determinants grade BPJS patient health care, so that research results are expected to be closer to the actual situation.

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