IMPLEMENTATION OF THE INTEGRATED REFERRAL SYSTEM (SISRUTE) IN INDONESIA: CONCEPT, CHALLENGES AND PROGRESS

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OUTLINE

• Overview of Health System in Indonesia
• SISRUTE
• SISRUTE features
• Health facilities with SISRUTE system
• Monitoring and Evaluation
• SISRUTE Challenges
Health System in Indonesia

- Universal health insurance scheme
- Mixture of public and private providers and financing.
- The public system is administered in line with the decentralized government system with central, provincial and district government responsibilities

Health Facilities
3660 Hospitals
10667 Primary Health Centres
8861 Clinics
Why SISRUTE?

Full inpatient room

Low response rate at emergency care

Patient rejection

No information about hospital resources before being referred

The needs of digital-based health services
Class A General Hospital

General Hospital of Dr. Wahidin Sudirohusodo

June, 2016

Class B Hospital (government and private)

10 hospitals

Regional Hospitals in South Sulawesi

6 hospitals

Specializes Hospitals in South Sulawesi

1 hospital
SISRUTE

- Used in all health facilities
- Back-referral program
- Competency-based referral

December 2016

adopted by Ministry of health, nationally implemented

2017

2018

2019

- Interoperability process with BPJS
- Develop outpatient referral system

SISRUTE system as a requirement to get The Specific Allocation Fund (DAK) from MOH

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Competency-based Referral

- Severity Level
- Human Resources
- Facilities and Medical Equipment
SISRUTE Features

- Referral system
- Telemedicine
- Medical Resume
- Ambulance Tracking
- Hospital Resources Information
- Report and Dashboard for Monitoring and Evaluation
SISRUTE Features

- Selection of hospital based on diagnosis and referral criteria
List of hospitals based on referral criteria

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Processing
Referal

View
Details

Human Resources
information

Ambulance
Information

Blood Stock

Medical Equipment

Services
SISRUTE Features (2020)

Referral
- Outpatient Referral
- Back referral Program
- Suspect Covid-19 Referral
- Maternal referral
- Neonatal Referral
SISRUTE Users

- 2016: 18
- 2018: 2301
- 2020: 11338

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<table>
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<th>Hospital</th>
<th>Primary Health Care</th>
<th>Clinics</th>
<th>Public Safety Center</th>
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SISRUTE Response Time

- <=5 minute: 15.4% (59,618)
- < 1 hour: 35.3% (136,811)
- >1 - 6 hours: 26.9% (104,238)
- >6 hours: 22.5% (87,440)

Total: 104,238 + 136,811 = 241,049
Challenges

- Readiness of supporting facilities and infrastructure
- Commitment and discipline of health facilities in conducting service entries.
- Disciplines of health services to quickly response the SISRUTE call
- There are some health facilities that resist using applications, and instead refer manually even though they already have a system
Challenges

- Commitment of health district offices to supervise the implementation of the SISRUTE.
- A variety of application software programs to facilitate the referral process, e.g. BPJS application for outpatient service referral.
Conclusion

• Using SISRUTE can facilitate better access to and sharing of patient information between health facilities to accelerate services
• The involvement of local stakeholders in various ways in the implementation and monitoring evaluation of the SISRUTE
• Commitment for the similar functionality for referring patients could be homogenized into a single application
Terima Kasih