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

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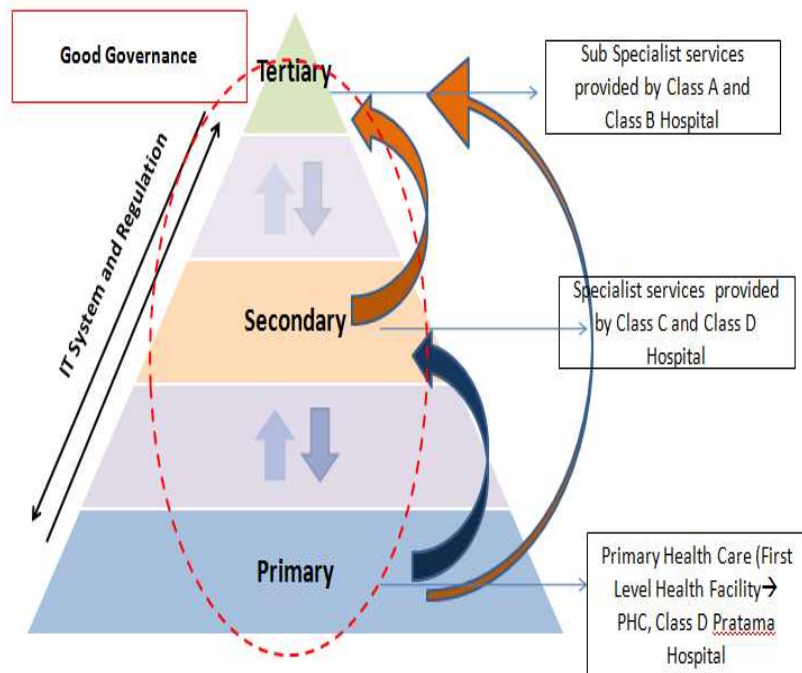nurmalamrs08@gmail.com

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OUTLINE

- Overview of Health System in Indonesia

- SISRUTE

- SISRUTE features

- Health facilities with SISRUTE system

- Monitoring and Evaluation

- SISRUTE Challenges

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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
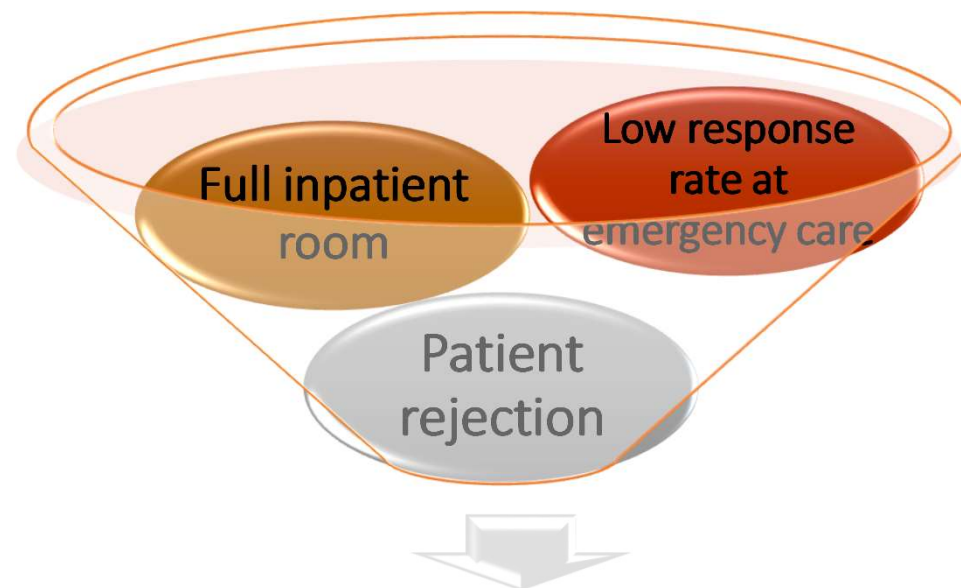
Health Facilities
3660   Hospitals
10667 Primary Health Centres
8861   Clinics

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

SISRUTE

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

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

December

| 2016 | 2017 | 2018 | 2019 |

adopted by Ministry of health, nationally implemented

- Interoperability process with BPJS
- Develop outpatient referral system

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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

Link Map

PROSES RUJUKAN
VIEW DETAIL

Processing Referal

View Details

Services

Data Pelayanan
ID - 7373016

Search:
Show 10 entries

No	Kategori Pelayanan	Pelayanan	Status	Tanggal Update
1	Pelayanan Medik Umum	Pelayanan medik dasar / umum	ada	
2	Pelayanan Medik Umum	Pelayanan medik gigi mulut	ada	
3	Pelayanan Medik Umum	Pelayanan KIA/KB	ada	
4	Pelayanan Gawat Darurat	Pelayanan Gawat Darurat Umum 24 jam & 7 hari seminggu.	ada	
5	Pelayanan Medik Spesialis Dasar	Penyakit dalam	ada	
6	Pelayanan Medik Spesialis Dasar	Kesehatan anak	ada	

Human Resources information

Map Rumah Sakit
Data SDM :
ID - 7373016

Search:
Show 10 entries

No	Kategori	Kelompok SDM	Jumlah	Keterangan	Tanggal Update
1	SDM Pelayanan Medik Dasar	Dokter Umum	21		
2	SDM Pelayanan Medik Dasar	Dokter Gigi	4		

Ambulance Information

Home / Menu / Sumber Daya Rumah Sakit / / Ambulance

INPUT/EDIT Master Ambulance

No Polisi Ambulance: Nomor Polisi...
Merk: Pilih Merk Ambulance ...
Type: Tipe...
Moda: Pilih Jenis Moda ...
Jenis: Pilih Jenis Ambulance...
Merk GPS:
Imei GPS:
Keterangan:

SIMPAN   RESET

Blood Stock

Home / Menu / Sumber Daya Rumah Sakit / / Darah

INPUT/EDIT Master Darah

Golongan Darah: Pilih Golongan Darah...
Jenis Komponen: Pilih Komponen Darah...
Jumlah (bag): Jumlah...
Keterangan: Keterangan...

SIMPAN   RESET

Data Stok Golongan Darah

Search:
10 entries

No	Nama		
1	A R...		AKTIF

Medical Equipment

Data Alat Medis

Search:
Show 10 entries

| No	Instalasi	Sarana	Alkes	Jumlah	Tanggal Update
1	Instalasi Rawat Jalan/Poliklinik	Ruangan Klinik Sp. Paru + Pernafasan	Spirometer/Diagnostic Spirometer	2	
2	Instalasi Rawat Jalan/Poliklinik	Ruangan Klinik Spesialis Kesehatan Anak	Oxygen set+flowmeter	1	
3	Instalasi Rawat Jalan/Poliklinik	Ruangan Klinik THT dan Sp. THT	Set irigasi serumen	1	
4	Instalasi Bedah Central	Ruangan Bedah Umum	Set irigasi sinus	1	
5	Instalasi Rawat Jalan/Poliklinik	Ruangan Klinik THT dan Sp. THT	Kaca Laring	1	
6	Instalasi Rawat	Ruangan Klinik	Cermin Risnoskopi	1	

SISRUTE Features (2020)
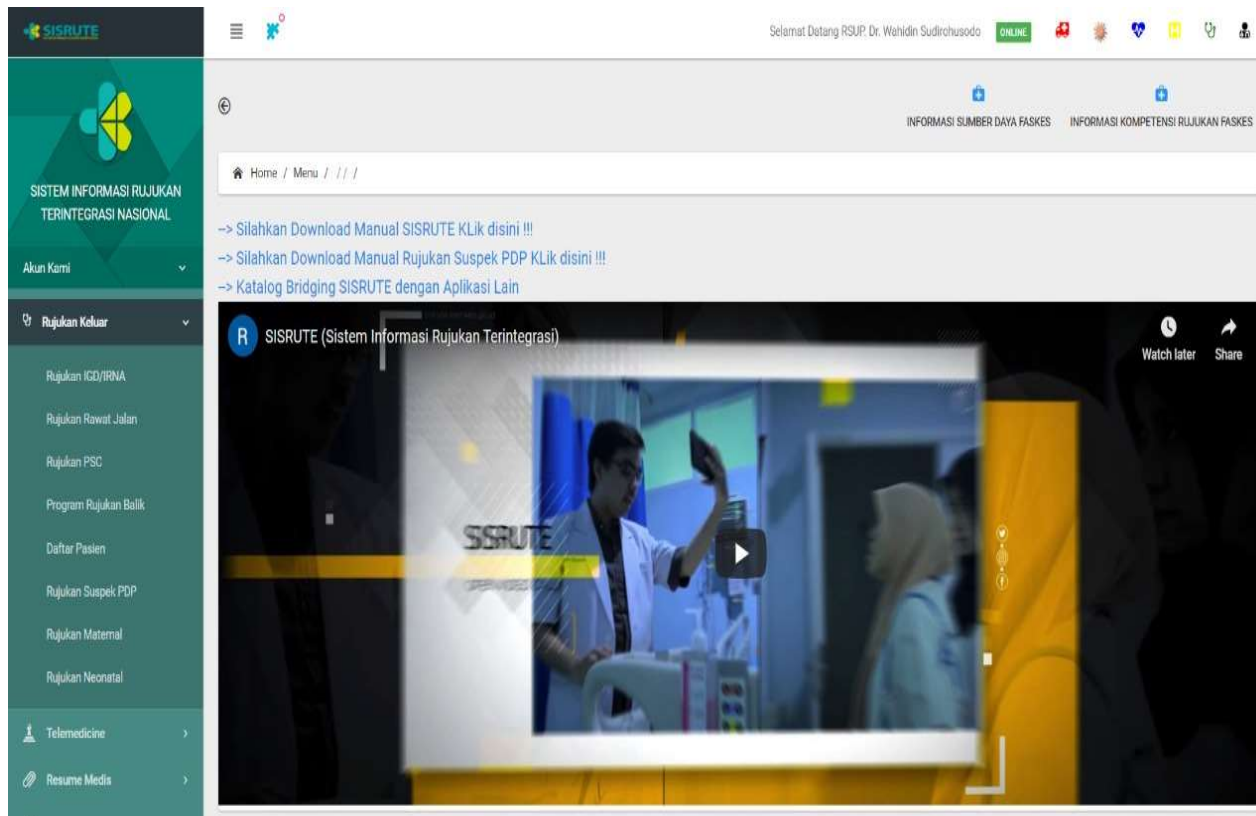
Referral

- **Outpatient Referral**

- **Back referral Program**

- **Suspect Covid-19 Referral**

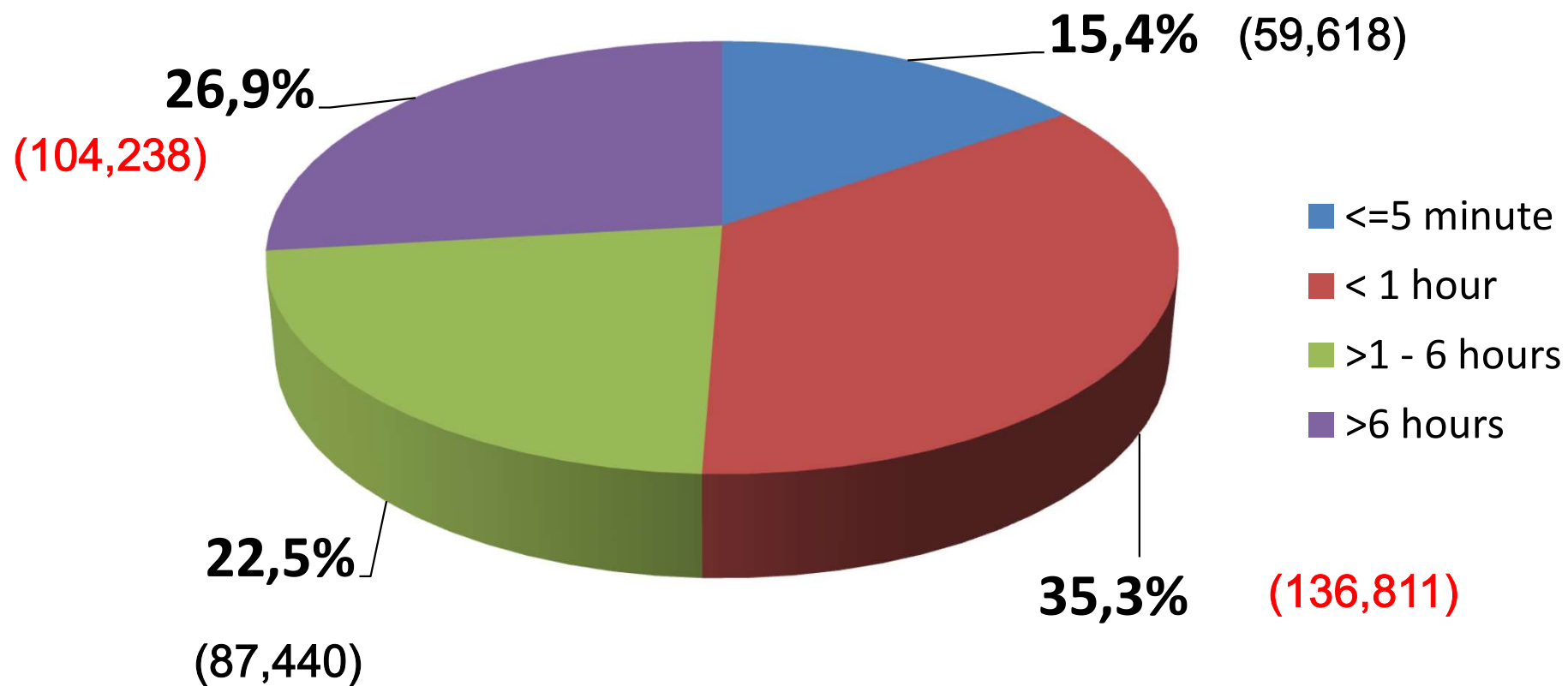- **Maternal referral**

- **Neonatal Referral**
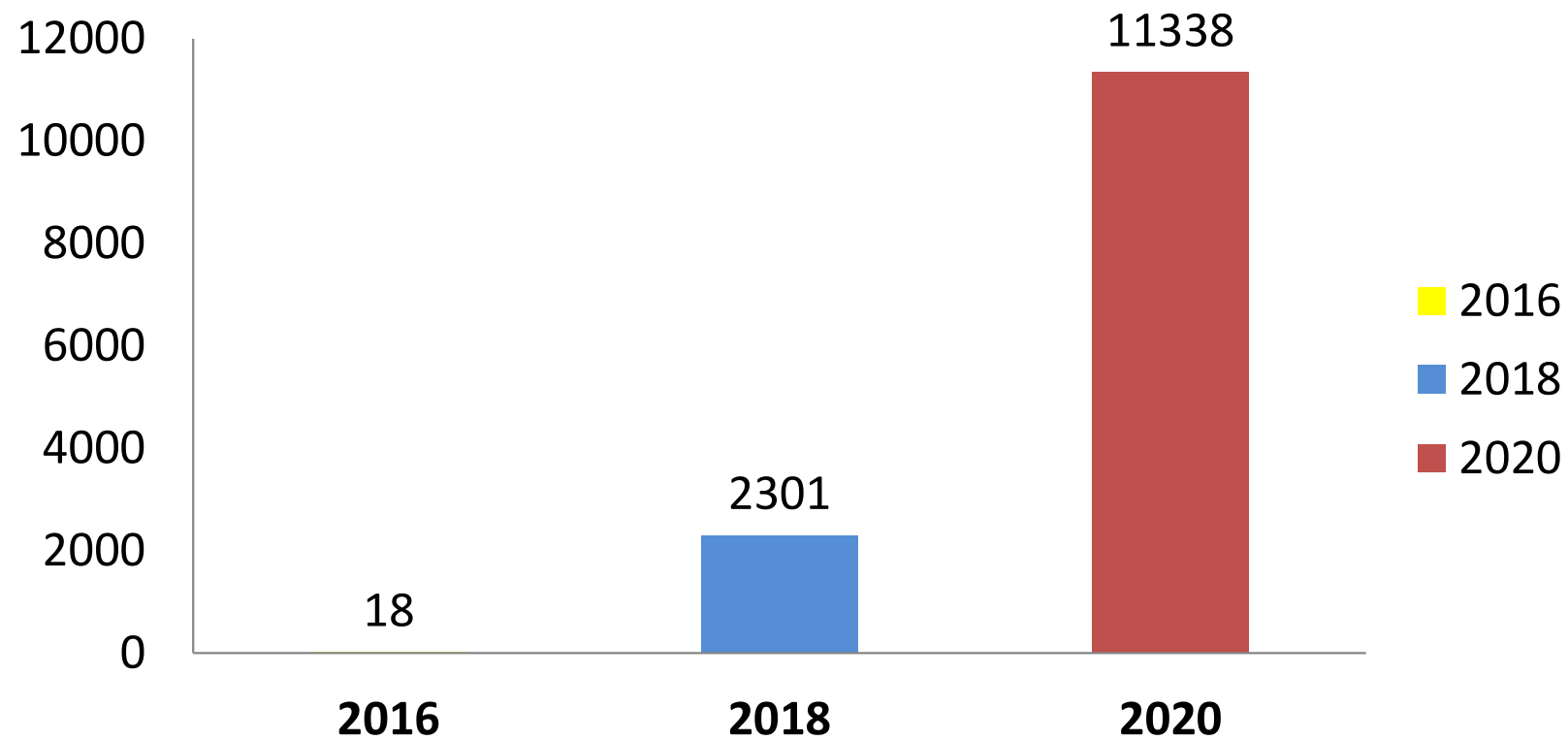
SISRUTE Users (2020)

Hospital	Primary Health Care	Clinics	Public Safety Center	Health District Office	Total
2962	7588	447	74	266	11338

SISRUTE Response Time

- <=5 minute
- < 1 hour
- >1 - 6 hours
- >6 hours

15,4% (59,618)

26,9% (104,238)

35,3% (136,811)

22,5% (87,440)

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

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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