

ABSTRACT

THE EVALUATION OF POLICY OF FIRST LEVEL OUTPATIENT HEALTH SERVICE IN UNIVERSAL PUBLIC HEALTH INSURANCE PROGRAM IN KOTABUMI I IN NORTH LAMPUNG REGENCY

**By
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Increasing health costs influence the ability of poor people to obtain health service, while ideally health is a public basic right the government should provide.

The objective of this research was to evaluate achievement of the goals of First Level Outpatient Health Service policy in Universal Public Health Insurance (Jamkesta) in Kotabumi I public health center of North Lampung regency. This was a qualitative research taking informants from Kotabumi I public health center and poor people receiving poor people health insurance program (jamkesmas).

The results showed that the policy of first level outpatient health service in Jamkesta program in Kotabumi I public health center in North Lampung regency had been in accordance to the goals. It was proven by: (1) access of health service for poor people in Jamkesta program in Kotabumi I public health center had been achieved because geographically the public health center location was reachable by public. Financially, poor people did not expense costs for obtaining first level outpatient health services; (2) health service quality for poor people in Jamkesta program in Kotabumi I public health center had been achieved, because poor

people received health examination service, medicines, and other health facilities according to standards of public health center; (3) providing health services for poor people in Jamkesta program had been achieved because public health center had conducted public health center standards and did not discriminate poor people who received Jamkesta program; (4) a healthy and productive people had been established in the Jamkesta program in Kotabumi I public health center, because life expectancy rate increased and child and maternal mortality rate decreased.