

## BPJS NTB MANAGES COMPLAINTS, HELPED BY OMBUDSMAN

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TEMPO.CO, Mataram - Selong Branch Office of the Healthcare and Social Security Agency (BPJS Kesehatan) will cooperate with Ombudsman Representative of West Nusa Tenggara (NTB) in building governance of complaint with BPJS to manage the health facility, from community health center to hospital.

The complaints that have not been well managed in health services happened in East Lombok and Central Lombok.

Head of BPJS Selong, Gerry Adhikusuma expressed his hope that complaints in Central Lombok and East Lombok can be optimized. "To encourage the improvement of the quality of health services along with the Ombudsman," he said.

BPJS has built a Complaint and Information Management (PPIP) program, but it has not been utilized by the health center and hospital.

"LAPOR (a reporting system) already exists, but based on its monitoring, it has not been used by health center and hospital," he said.

Whereas in the application LAPOR (Aspirations Service and People Online Complaints) has available a variety of facilities ranging from SMS, call centers to social media utilization that allows people to complain if experienced poor service in the health field.

According to the Head of Ombudsman Representative of the NTB Province Adhar Hakim, the effort to build complaints is a strategic move.

Based on reports that go to the Ombudsman Representative of NTB, the problems that occur started from the poor of complaints management.

It causes the problems at the end of the service to be protracted and slow in the settlement due to poor of complaints management.

The meeting with the NTB Ombudsman will be followed up by BPJS Selong to hold the meeting with health centers and hospitals under the auspices of BPJS Kesehatan Selong.