

ABSTRACT

**Opportunity Loss Analysis of Patients Referrals With Diagnosis That Can Be Handled to Other Hospitals
(Study in Sampang District Hospital)**

Sampang District Hospital is the only Grade-C hospital in Sampang and is expected to provide health services based on community needs. The problem encountered in the hospital was 22,4% of referral were in actual could be handled by the hospital. The purpose of this study was to analyze the opportunity loss in referring patients with diagnosis that can be handled in Sampang District Hospital, to other hospitals. This study applied descriptive study design. The results of this study indicated 23,2% of referral cases occurred in Sampang District Hospital were referrals with diagnosis that could be handled. The reasons of referral to other hospitals were personal request due to internal factors of hospitals which amounted 71,2%. and due to patient factors which amounted 19,2%. Opportunity loss experienced by the Sampang District Hospital in the medical field includes: loss of length of stay and the loss of use of facilities and infrastructure up grade class patients and patients with chronic diseases, while the opportunity loss in non-medical fields includes: revenue from parking management, minshop. Opportunity loss suffered by Sampang District Hospital, assessed in rupiah includes the following: Revenue from BPJS patients was Rp. 125,052,900, - and revenue from General Patients was amounted Rp. 11,446,221. There was no up grade class nor patients with chronic diseases therefore no revenue from up grade class patients nor patients with chronic diseases. Opportunity loss of revenue from non-medical management of parking and minishop were ignored because of insignificant amount. The total opportunity loss due to referring patients with diagnosis that can be handled was Rp.136,499,121.

Keywords: Referral, Opportunity loss, Revenue