

## ABSTRAK

Program Rujuk Balik (PRB) bertujuan memindahkan pemantauan pasien penyakit kronis yang stabil dari rumah sakit ke fasilitas kesehatan tingkat pertama. Namun, pelaksanaannya masih menghadapi hambatan seperti kepatuhan pasien yang rendah, keterbatasan edukasi, serta ketidakkonsistenan obat. Penelitian ini bertujuan menganalisis implementasi PRB pada pasien Diabetes Melitus tipe 2 di Puskesmas Lalang Kabupaten Batubara berdasarkan aspek masukan, proses, dan keluaran. Penelitian menggunakan desain kualitatif dengan wawancara mendalam terhadap tenaga kesehatan, petugas rujukan, apoteker, dan pasien. Analisis dilakukan melalui reduksi data, kategorisasi, dan triangulasi untuk memastikan keabsahan data. Hasil penelitian menunjukkan bahwa SDM dan proses layanan sudah berjalan sesuai prosedur, serta fasilitas dinilai cukup memadai. Namun, ketersediaan obat PRB masih kurang stabil dan tidak tersedianya media edukasi tertulis menghambat pemahaman pasien. Kepatuhan kunjungan ulang hanya mencapai 58%, menunjukkan perlunya penguatan edukasi dan perbaikan koordinasi program. Penelitian menyimpulkan bahwa implementasi PRB di Puskesmas Lalang cukup efektif, tetapi belum optimal karena dukungan informasi dan ketersediaan obat belum konsisten. Peningkatan edukasi, stabilitas obat, dan koordinasi lintas layanan diperlukan untuk meningkatkan keberhasilan program.

**Kata kunci :** **Program Rujuk Balik, Diabetes Melitus Tipe 2, Fasilitas Kesehatan Tingkat Pertama, Implementasi Program**

## *ABSTRACT*

The Referral-Back Program (PRB) aims to shift the follow-up care of stable chronic patients from hospitals to primary healthcare facilities. Its implementation, however, still faces challenges including low patient adherence, limited educational support, and inconsistent medication availability. This study analyzes the implementation of the PRB for Type 2 Diabetes Mellitus patients at Lalang Primary Health Center, Batubara Regency, focusing on input, process, and output components. A qualitative design was used, with in-depth interviews involving healthcare workers, referral officers, pharmacists, and PRB participants. Data were analyzed through reduction, categorization, and triangulation to ensure validity. Findings indicate that human resources and service processes are generally well-implemented and adhere to standards. Facilities are adequate, but medication availability remains inconsistent, and the absence of written educational materials limits patient understanding. Patient adherence to routine visits reached only 58%, highlighting the need for stronger education and improved program coordination. The study concludes that PRB implementation at the Lalang Health Center is fairly effective but not optimal. Strengthening patient education, ensuring stable medication supply, and enhancing interprofessional coordination are essential to improve program outcomes.

**Keywords :**            **Referral-Back Program, Type 2 Diabetes Mellitus, Primary  
Healthcare Facility, Program Implementation**