

Abstract

Hemodialysis unit of RSUP Dr. Soeradji Tirtonegoro hospital was established to meet community needs for hemodialysis services. Expensive tariff of hemodialysis became one of the constraints for the patient to get this service. On the other hand, the hospital needs revenue to keep the hospital continuity. In addition, the existence of other hospitals that provide hemodialysis service with quality and competitive prices makes RSUP Dr. Soeradji Tirtonegoro should be able to compete. Tariff competitors, the quality of service, policy and government regulation also into consideration in determining tariff proposal.

The method used in determining the rate of hemodialysis is cost based, willingness to pay the patient and service quality. To determine the magnitude of the tariff, we need to know how much production costs. Production costs consist of depreciation costs, operational costs, and the cost of the investment. Then total cost divided by the number of forecasting to get the cost per unit. Competitors tariff, quality of services, and policy as well as government regulations have also been a consideration in determining the rates proposal.

Data processing of the results obtained for the service fee rates for hemodialysis with HF single use is Rp705.423 While the tariffs for the service reuse is hemodialysis with HF Rp 468.326. Price sensitivity meter tariffs hemodialysis RSUP Dr. Soeradji Tirtonegoro be at range of Rp 393.750 - Rp 560.000. The average satisfaction rate of hemodialysis patients of RSUP Dr. Soeradji Tirtonegoro levels are under hemodialysis patient satisfaction level hospital competitors, namely: Klaten Islamic hospital, Panti Rapih Hospital, dan Surakarta Islamic Hospital.

Of research results, hemodialysis tariff proposal is Rp 776.000 – Rp 844.000 for HF single use on working hours, Rp 953.000 - Rp 1.020.000 for HF single use outside working hours, Rp 516.000 – Rp 560.000 for HF reuse on working hours, and Rp 633.000 - Rp 678.000 for HF reuse outside working hours.

Keywords: hemodialysis services, tariffs, costs, price sensitivity meter, single use, reuse, hollow fiber (HF).