

INTISARI

PUTRI, AW., 2016, EVALUASI PELAYANAN KEFARMASIAN TERHADAP KEPUASAN PASIEN RAWAT JALAN DI INSTALASI FARMASI RSUD KARANGANYAR TAHUN 2016, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Pelayanan kesehatan umumnya masalah yang telah menjadi kebutuhan pokok bagi masyarakat. Pasien akan puas apabila layanan yang didapatkannya sekurang-kurangnya sama atau melampaui harapan pasien. Tujuan penelitian ini untuk mengetahui kesesuaian pelayanan kefarmasian dengan dimensi waktu tunggu pelayanan obat jadi dan obat racikan, tidak adanya kesalahan pemberian obat, kepuasan pelanggan, maupun penulisan resep sesuai formularium.

Penelitian ini merupakan jenis penelitian non eksperimental dengan rancangan deskriptif (penelitian survey). Pengumpulan data dilakukan secara *cross sectional* terhadap pasien rawat jalan yang menebus resep di Instalasi Farmasi RSUD Karanganyar. Teknik pengambilan sampel adalah non probabilitas dengan cara *sampling purposive*.

Hasil penelitian ini menunjukkan tidak kesesuaian dimensi waktu tunggu pelayanan obat jadi rata-rata 58,80 menit \geq 30 menit dan obat racikan rata-rata 74,06 menit \geq 60 menit. Pelayanan kefarmasian dengan tidak adanya kejadian kesalahan pemberian obat yaitu 100% dengan kepuasan pasien rata-rata 83,71% \geq 80% sesuai dengan standar pelayanan farmasi Departemen Kesehatan Republik Indonesia tahun 2014. Pelayanan kefarmasian dengan penulisan resep sesuai formularium menunjukkan ketidak sesuaian yaitu 81% belum memenuhi standar pelayanan farmasi Departemen Kesehatan Republik Indonesia tahun 2014.

Kata kunci : pelayanan kefarmasian, kepuasan pasien, RSUD Karanganyar

ABSTRACT

PUTRI, AW., 2016, EVALUATION OF PHARMACEUTICAL CARE TO SATISFACTION OF OUTPATIENT AT PHARMACY INSTALLATION OF KARANGANYAR HOSPITAL IN 2016, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Health service generally is problem that has become staple for the community. Patient will be satisfied if he get the service at least equal or exceed the patient expectation. The purpose of this study was to determine the appropriability of pharmaceutical care with dimensions of waiting time of finished drug and compound drug, the absence of drug administration errors, customer satisfaction, as well as prescribing appropriate to formulary.

The research was non-experimental research with descriptive design (survey). The data collection was done by cross sectional study to outpatient who compensate the prescription at pharmacy installation of Karanganyar Hospital. The technique sampling was non probability by purposive sampling.

The results of this study showed there was not suitability dimensions of waiting time of finished drug service is 58,80 minutes \geq 30 minutes and compound drug is 74,06 minutes \geq 60 minutes. Pharmaceutical care there is no incidence of errors about drug delivery is 100% with average of patient satisfaction is 83,71% \geq 80% appropriate with pharmaceutical care standard of Health Department Republic of Indonesia 2014. Pharmaceutical care with appropriate prescribing by formulary showed that not appropriate is 81%, that is not fill up pharmaceutical care standard of Health Department Republic of Indonesia 2014.

Keywords: pharmaceutical care, patient satisfaction, Karanganyar Hospital