

ABSTRAK

LESTARI, S.,2016, EVALUASI PELAYANAN KEFARMASIAN TERHADAP KEPUASAN PASIEN RAWAT JALAN DI INSTALASI FARMASI RSUD dr. SOEHADI PRIJONEGORO SRAGEN TAHUN 2016, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Mutu pelayanan kefarmasian di instalasi farmasi rumah sakit dapat diketahui dari efisiensi dan efektivitas pelayanan serta kepuasan pasien. Penelitian ini bertujuan untuk mengevaluasi pelayanan kefarmasian dengan dimensi waktu tunggu pelayanan obat jadi dan obat racikan, kepuasan pasien, tidak adanya kejadian kesalahan pemberian obat, dan penulisan nama obat sesuai formularium Rumah Sakit dr. Soehadi Prijonegoro Sragen.

Penelitian ini merupakan penelitian survey dengan menggunakan kuesioner dengan pengambilan sampel sebanyak 335 data. Evaluasi pelayanan kefarmasian terhadap kepuasan pasien rawat jalan menggunakan standar pelayanan farmasi RSUD dr. Soehadi Prijonegoro Sragen.

Berdasarkan hasil penelitian diperoleh kesimpulan bahwa pelayanan farmasi dengan dimensi waktu tunggu pelayanan obat jadi yaitu 87 menit \geq 30 menit dan waktu tunggu pelayanan obat racikan yaitu 92 menit \geq 60. kepuasan pasien memberikan rasa puas sebesar 84% \geq 80%. tidak adanya kejadian kesalahan pemberian obat di dapatkan hasil 100%. Penulisan obat sesuai formularium di dapatkan hasil 87% nama obat yang sesuai dengan formularium RSUD dr. Soehadi Prijonegoro Sragen.

Kata kunci: Mutu Pelayanan, Kepuasan Pasien

ABSTRACT

LESTARI, S., 2016 EVALUATION OF PHARMACEUTICAL CARE FOR OUTPATIENT SATISFACTION IN PHARMACY DEPARTMENT OF dr.SOEHADI PRIJONEGORO HOSPITAL SRAGEN IN 2016, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

The quality of pharmaceutical care in pharmacy department of hospital can be seen from efficiency and effectiveness of service and patient satisfaction. This study was aimed to evaluate pharmaceutical care with dimensions of waiting time of fixed drug and compound drug services, patient satisfaction, absence incidence of drug administration errors, and writing the name of drug appropriate to formulary of dr. Soehadi Prijonegoro Hospital Sragen.

This study was survey using questionnaire with sample taken as 335 data. Evaluation of pharmaceutical care to outpatient satisfaction using standard pharmaceutical care of dr. Soehadi Prijonegoro Hospital Sragen.

Based on the results obtained conclusion that pharmaceutical care with dimensions of waiting time of fixed drug service was 87 minutes \geq 30 minutes and waiting time of compound drug service was 92 minutes \geq 60. Patient satisfaction provide satisfaction of 84% \geq 80%. absence incidence of drug administration errors obtained result 100%. Writing of drug appropriate to formulary obtained result 87% drug name match to formulary of dr. Soehadi Prijonegoro Hospital Sragen.

Keywords: Quality of service, Patient Satisfaction