

INTISARI

LOVIANIE, M.,M., 2015, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DENGAN METODE HANLON DI RSUD dr. DORIS SYLVANUS PALANGKARAYA, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Mendapatkan pelayanan dengan cepat, baik, dan profesional dengan hasil yang memuaskan merupakan dambaan semua masyarakat terutama penerima pelayanan kesehatan di rumah sakit umumnya dan Instalasi Farmasi khususnya. Oleh karena itu untuk memenuhi kebutuhan pasien akan pelayanan di Instalasi Farmasi, pelayanan Instalasi Farmasi harus di akreditasi. Tujuan penelitian ini adalah mengetahui tingkat kesesuaian tujuh standar akreditasi dan strategi rencana pengembangan Instalasi Farmasi dengan metode Hanlon.

Penelitian ini merupakan rancangan observasi analitik, dengan mengumpulkan data kuesioner standar pelayanan farmasi. Responden penelitian ini sebanyak 28 orang yaitu staf IFRS. Dari hasil hitungan jawaban staf IFRS dibandingkan dengan hasil observasi. Rancangan pengembangan strategi dilakukan dengan metode Hanlon.

Hasil penelitian menunjukkan bahwa terdapat selisih hasil penelitian standar akreditasi antara staf IFRS (82,9%) dengan hasil observasi (81,8%). Dari ke tujuh MPO hanya MPO 6 yang menunjukkan skor rata-rata sebesar 100%. Tiga skala prioritas masalah terbesar yaitu MPO.1 50%, MPO.7 75%, dan MPO.2 75%. Dari hasil tersebut strategi pengembangan pelayanan farmasi di RSUD dr. Doris Sylvanus Palangkaraya berdasarkan metode Hanlon yaitu dengan dilakukan monitoring terhadap petugas supervisi, perlu kerjasama dalam penyusunan pedoman tentang penggunaan/kesalahan obat, perlu penambahan tenaga kefarmasian, perlu kerjasama antara petugas farmasi dan petugas lainnya serta melakukan perbaikan dari setiap evaluasi yang diadakan.

Kata kunci : Standar akreditasi Rumah Sakit, metode Hanlon, strategi pengembangan Instalasi Farmasi

ABSTRACT

LOVIANIE, M.,M., 2015, STRATEGY OF PHARMACY INSTALLATION DEVELOPMENT BASED EVALUATION OF HOSPITAL ACCREDITATION BY HANLON METHOD IN dr. DORIS SYLVANUS PALANGKARAYA, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Getting care quickly, well, and professionally with excellent results is the desire of all society, especially recipients of health care in general and hospitals in pharmacy installation particularly. Therefore, to meet the needs of the patient to the pharmacy installation services, services of pharmacy installation must accredited. The purpose this study was to determine the suitability of seven accreditation standards and strategy of development plans of pharmacy installation by Hanlon method.

This research is observation analitic non-experimental research, with collecting the questionnaire about pharmacy services standard. The respondents of this research consists of 28 which are the staff of IFRS.. The results of the IFRS staff answers count are compared with the results of observation. Management of data performed with a fixed Hanlon method.

The research shound that there was a difference result about accreditation standards research between IFRS staff (82,9%) with the results of observations (81,8%). Of the seven MPO, MPO only 6 which shows the average score of 100%. Three priorities of the biggest problems that MPO.1 50%, MPO.7 75%, and MPO.2 75%. From these results, strategy of development plans of pharmacy installation in RSUD dr. Doris Sylvanus Palangkaraya by Hanlon method it is worker help monitoring toward supervisor, needed a teamwork cooperation in composing using directive or a mistake of medicine, needed increment of pharmaceutical affairs, needed teamwork cooperation between pharmaceutical and the other workers, neede improvement of each evaluated had done.

Keywords: Hospital accreditation standards, Hanlon method, pharmacy department and its follow up.