

## INTI SARI

**NURWAHIDA, 2014, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DENGAN METODE HANLON DI RSUD KRATON PEKALONGAN, 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. Untuk memenuhi kebutuhan tersebut di pelayanan Instalasi farmasi, maka pelayanan instalasi farmasi harus terakreditasi. Tujuan penelitian ini untuk mengetahui tingkat kesesuaian standar akreditasi terhadap strategi dan rencana pengembangan pelayanan Instalasi farmasi di RSUD Kraton Pekalongan

Penelitian ini merupakan rancangan penelitian non eksperimental, dengan mengumpulkan data kuesioner standar pelayanan farmasi. Responden penelitian ini terdiri informan utama sebanyak 23 orang yaitu staf IFRS dan informan kunci sebanyak 2 orang terdiri dari kepala IFRS dan sekretaris PFT. 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 (71,4%) dengan hasil observasi (79,5%). Dari hasil tersebut IFRS RSUD Kraton Pekalongan belum memenuhi standar akreditasi KARS sehingga masih perlu dikembangkan untuk mengarah ke akreditasi JCI. Oleh karena itu, diperlukan kerja sama yang baik dan komitmen Direktur, Komite Akreditasi, *Stakholder*, dan staf IFRS dalam meningkatkan pelayanan sesuai dengan standar. Upaya strategi dan rencana pengembangan segera dilakukan antara lain penambahan tenaga farmasi, pelayanan farmasi yang optimal dan dilakukan evaluasi secara rutin di instalasi farmasi dan ditindak lanjuti.

---

*Kata kunci : Standar akreditasi Rumah Sakit, metode Hanlon, strategi pengembangan Instalasi Farmasi, RSUD Kraton Pekalongan*

## ABSTRACT

**NURWAHIDA, 2014, DEVELOPMENT STRATEGY OF PHARMACY DEPARTMENT BASED ON ACCREDITATION ASSESSMENT WITH HANLON METHOD AT KRATON PEKALONGAN HOSPITAL, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.**

Immediate good and professional service with satisfying result is the expectation of all societies particularly customers of health service in hospitals in general and pharmacy installation in particular. To fulfil these needs in the pharmaceutical installation services, the services must be accredited . The purpose of this study to identify relevance of strategy and planning of pharmacy service development according of standard based on standards of accreditation with the IFRS Kraton Pekalongan Hospital.

This research is non-experimental research, with collecting the questionnaire about pharmacy services standard. The respondents of this research consists of 23 main informants which are the staff of IFRS and 2 key informants which are head of IFRS and PFT secretary. 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 showed that there was a difference result about accreditation standards research between IFRS staff (71,4%) with the results of observations (79,5%). From these results, Kraton Pekalongan of staff IFRS has not fulfill the KARS accreditation standards but still need to be developed to lead into JCI accreditation. Therefore, need a good cooperation and commitment of the Director, Accreditation Committee, stakeholder, and IFRS staff to improve the services according to the standard. Strategy and development plan be done, among the addition of pharmacy staff, optimization of pharmaceutical care and routinely evaluation at the pharmacy department and its follow up.

---

*Keywords: Hospital accreditation standards, Hanlon method, pharmacy department development strategy, Kraton Pekalongan Hospital*