

INTISARI

HARYANTO, D.,E., 2014, EVALUASI TINGKAT KESESUAIAN STANDAR AKREDITASI TERHADAP PELAYAN FARMASI DAN STRATEGI PERBAIKAN DENGAN METODE HANLON DI RSUD KABUPATEN BIMA, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Mendapatkan pelayanan yang maksimal merupakan impian semua masyarakat terutama penerima pelayanan kesehatan di rumah sakit termasuk di instalasi farmasi. Banyak permasalahan yang didapatkan pasien, karena pelayanan belum memenuhi standar. Untuk memenuhi kebutuhan pasien tersebut, instalasi farmasi harus diakreditasi. Tujuan penelitian ini adalah untuk mengetahui tingkat kesesuaian tujuh standar akreditasi terhadap pelayanan farmasi di RSUD Kabupaten Bima dan strategi perbaikan dengan metode Hanlon.

Penelitian ini menggunakan instrumen kuisioner Depkes dan wawancara informan utama sebanyak 15 orang dan informan kunci sebanyak 3 orang. Subyek pada penelitian ini adalah semua pegawai yang terlibat dan memiliki peran penting di Instalasi Farmasi RSUD Kabupaten Bima. Dilakukan penilaian tujuh standar kemudian dibandingkan antara informan dengan hasil observasi, setelah itu dianalisis strategi pengembangan dengan menggunakan metode Hanlon.

Hasil Penelitian menunjukkan terdapat perbedaan hasil penilaian standar akreditasi antara petugas Instalasi farmasi yaitu (58,75%) dengan penilaian peneliti yaitu (55%). Dari ketujuh standar akreditasi, tidak ada yang memenuhi standar akreditasi (< 60%), hasil strategi pengembangan dengan metode Hanlon adalah : Fasilitas dan peralatan, perbaikan sarana dan prasarana kefarmasian. Administrasi dan pengelolaan, segera melakukan fungsi KFT. Evaluasi dan pengendalian mutu, perlu membuat program tertulis kefarmasian serta SK tentang jadwal rapat. Falsafah dan tujuan, SK tentang kebijakan pelayanan kefarmasian dari pimpinan Rumah Sakit. Kebijakan dan prosedur, membuat SOP dan kebijakan tertulis tentang pengelolaan perbekalan kefarmasin. Pengembangan staf dan program pendidikan, dilakukan program pendidikan dan pelatihan secara berkala di IFRS. Staf dan pimpinan, adanya evaluasi kinerja tenaga kefarmasian dan orientasi bagi pegawai Instalasi Farmasi.

Kata kunci : Standar Akreditasi Rumah Sakit, Strategi Pengembangan Instalasi Farmasi, Metode Hanlon

ABSTRACT

HARYANTO ,D., E., 2014, EVALUATION ACCORDING GRADE TO STANDARD ACCREDITATION TO STAFF PHARMACY AND REPAIR STRATEGY WITH HANLON METHOD IN GENERAL HOSPITAL SUB-PROVINCE BIMA, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY SURAKARTA.

Getting maximal service represent dream all society especially receiver of service of the hospital including in pharmacy installation. Patient got many problems because service not yet fulfilled standard. To fulfill requirement of patient, pharmacy installation have to this research accreditation to know storey level according to seven accreditation standard to service of pharmacy in general hospital Sub Province Bima and repair strategy with Hanlon method.

This research use instrument of quizioner health ministry and special informan interview counted 15 informan and people lock counted 3 people. Subject at this research is all officer in concerned and have important role in pharmacy Installation hospital Sub Province Bima. Conducted by assessment seven standard later then compared to between informan with result of observation, afterwards analyzed by strategy development by using Hanlon method.

Result of the research of showed there are difference of result assessment of standard accreditation between officer of pharmacy Installation that is (58,75%) with research that is (55%). From seventh of accreditation standard, nothing that fulfill accreditation standard (< 60%), result strategy development with Hanlon method is Facility and equipments, repair of facilities and basic facilities of Pharmacy administration management and, immediately do function farmako therapeutics committee . Evaluation and quality control, require to make pharmacy program written and also employment letter about meeting schedule .Philosophy and target, employment letter about policy of pharmacy service from Hospital head. Policy and procedure, making standard operating and policy written about management of provisions of pharmacy . Development of education program and staff, done by education program and periodical training in Installation Pharmacy. Staff and head, existence of staff pharmacy performance evaluation and orientation to officer of Installation Pharmacy.

Keyword : Accreditation Standard Hospital, Development Pharmacy Installation Strategy, Hanlon Method