

INTI SARI

HAMDANI A.,S., 2013, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DI RSUD Dr MOEWARDI SURAKARTA DENGAN METODE HANLON, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Mendapatkan pelayanan paripurna 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 diakreditasikan. Tujuan penelitian ini adalah mengetahui tingkat kesesuaian pelayanan farmasi terhadap standar akreditasi di RSUD Dr. Moewardi Surakarta dan strategi pengembangannya berdasarkan metode Hanlon.

Penelitian ini merupakan rancangan penelitian non eksperimental. Data dikumpulkan dengan menggunakan kuesioner *self assesment* standar pelayanan farmasi. Responden penelitian terdiri dari informan kunci yaitu Kepala Bagian Organisasi dan Kepegawaian, dan apoteker penanggung jawab, dan informan utama yaitu apoteker dan TTK di IFRS Dr Moewardi Surakarta. Dari hasil hitungan jawaban responden petugas IFRS, dibandingkan dengan hasil observasi. Pengolahan data dilakukan dengan metode Hanlon.

Hasil penelitian menemukan bahwa terdapat selisih hasil penilaian standar akreditasi antara *self assesment* staf IFRS (97,5%) dengan hasil observasi (93,75%). Dari hasil tersebut, IFRS Dr Moewardi Surakarta sudah memenuhi standar akreditasi KARS lebih dari 75% tetapi masih perlu dikembangkan untuk mengarah ke akreditasi internasional atau standar akreditasi JCI. Oleh karena itu, diperlukan komitmen Direktur, Komite Akreditasi, Pemimpin dan staf IFRS dalam meningkatkan pelayanan sesuai standar. Upaya strategi dan rencana pengembangan harus segera dilakukan antara lain melalui penambahan tenaga farmasi, penyediaan ruang/tempat yang memenuhi standar, melengkapi SOP, pelayanan kefarmasian yang optimal dan dilakukan evaluasi serta ditindak lanjuti.

Kata kunci : Standar akreditasi, strategi pengembangan, RSUD Dr Moewardi, metode Hanlon

ABSTRACT

HAMDANI, A.,S., 2013. DEVELOPMENT STRATEGY OF PHARMACY DEPARTEMENT BASED ACCREDITATION EVALUATION IN RSUD Dr MOEWARDI SURAKARTA BY HANLON METHOD, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Getting excellent service is the dream of all society, especially recipients of health services in the hospital including in pharmacy departement. Many problems obtained by the patient, because services do not meet the standards. To meet the needs of the patient, pharmacy departement must be accredited. The purpose this study was to determine the suitability of pharmacy departement service to accreditation standards in RSUD Dr Moewardi Hospital Surakarta and development strategy based on Hanlon method.

The research was a non experimental research plan. The data collected by using a self-assessment questionnaire of pharmacy care standards. The respondents consisted of key informant was the Hospital Director, Sub Division Head of Human Resources and Training, Head of Organization and Personnel, and the pharmacist in charge, and key informant that pharmacists and pharmaceutical technical employee in pharmacy installation hospital, and the main informant were all pharmacists and pharmacy technical staff of pharmacy installation hospital in Dr Moewardi Hospital Surakarta. From the results count of respondent of pharmacy installation officers, equalled with observation result. The processing of research data conducted with Hanlon method.

The results showed that was difference in accreditation standard assessment between self-assessment of pharmacy installation hospital staff (97,5%) with the observation results (93,75%). From this result, the pharmacy installation of Dr Moewardi Surakarta had to meet KARS accreditation standards but still need to be maximized again to lead to JCI accreditation standard. Therefore, it was needed the commitment of Director, Accreditation Committee, Stakeholders and pharmacy installation hospital staffs in improving services in accordance with standards. Strategy and plan development efforts could be done through the addition of pharmacy staff, provision of space/place which meet the standards, complete SOP, optimal pharmaceutical care and evaluated and followed up.

Keywords: Standard accreditation, strategy development, RSUD Dr Moewardi, Hanlon method