

## INTISARI

**YUNITA, A., 2013, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DENGAN METODE HANLON DI RUMAH SAKIT BENYAMIN GULUH KABUPATEN KOLAKA PROVINSI SULAWESI TENGGARA, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.**

Pelayanan kesehatan dituntut untuk selalu meningkatkan kualitas pelayanannya. Dalam upaya menjamin mutu Rumah Sakit wajib melaksanakan akreditasi. Di Rumah Sakit dilakukan kegiatan pelayanan kefarmasian oleh Instalasi Farmasi sebagai sumber pendapatan terbesar, sehingga instalasi farmasi harus diakreditasi. Tujuan penelitian ini adalah untuk mengetahui tingkat kesesuaian tujuh standar pelayanan farmasi terhadap standar akreditasi dan strategi pengembangan Instalasi Farmasi dengan metode Hanlon.

Penelitian ini menggunakan instrumen kuesioner Depkes dan wawancara informan utama sebanyak 17 orang dan informan kunci sebanyak 3 orang. Subyek pada penelitian ini adalah semua pegawai yang terlibat dan memiliki peran penting di IFRS Benyamin Guluh, Kolaka, Sulawesi Tenggara. Dilakukan penilaian tujuh standar kemudian dibandingkan antara informan dengan hasil observasi, setelah itu dianalisis strategi pengembangan dengan menggunakan metode Hanlon.

Hasil penelitian menunjukkan strategi pengembangan dengan metode Hanlon adalah : administrasi dan pengelolaan segera dibuat SK KFT yang ditandatangani oleh direktur Rumah sakit. Evaluasi dan pengendalian mutu, perlu membuat program tertulis kefarmasian dengan adanya laporan dan evaluasi serta adanya SK tentang jadwal rapat. Fasilitas dan peralatan, perbaikan sarana dan prasarana kefarmasian. Kebijakan dan prosedur, perlu membuat SOP dan kebijakan tertulis tentang pengelolaan perbekalan kefarmasian. Staf dan pimpinan, adanya evaluasi kinerja tenaga kefarmasian dan orientasi bagi pegawai Instalasi Farmasi. Falsafah dan tujuan, SK tentang kebijakan pelayanan kefarmasian dari pimpinan Rumah Sakit. Pengembangan staf dan program pendidikan, dilakukan program pendidikan dan pelatihan secara berkala di IFRS.

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

## ABSTRACT

**YUNITA, A., 2013, A STRATEGY ON DEVELOPING DEPARTEMENT OF PHARMACY ACCREDITATION EVALUATING BASED BY USING HANLON METHOD IN BENYAMIN GULUH HOSPITAL, KOLAKA DISTRICT SOUTH EAST SULAWESI, THESIS, PHARMACY FACULTY, SETIA BUDI UNIVERSITY SURAKARTA.**

Health service is always demanded to improve its service quality. In an effort to guarantee the quality, hospital must do an accreditation. In the hospital are done pharmacy service activities by pharmacy installation as the revenue centre, so pharmacy installation must be accredited. The aim of this research is to know the appropriateness level of seven pharmacy service standards to accreditation standard and strategy in developing pharmacy installation by using Hanlon method.

This research used instrument of Depkes questionnaire and interview the main informants 17 people and key informants 3 people. The subjects of this research were all staffs who involved and had important role in IFRS Benyamin Galuh Kokala district south east Sulawesi. It was done to assess seven standards then it was compared between informants and the result observation, after that it was analyzed the development strategy by using Hanlon method.

The result of this research showed that development strategy by Hanlon methods were: administration and management staff were soon given SK KFT signed by director of hospital. Evaluation and quality control, it needed to make pharmacy written programs because there were report and evaluation also SK about the meeting schedule. Facilities and equipment, it was needed reparation of pharmacy tools and infrastructure. Policy and procedure, it was needed to make SOP and written policy about pharmacy supply management. Staff and leader, there was performance evaluation of pharmacy staff and orientation for pharmacy installation staffs. Philosophy and purpose, there was SK about pharmacy service policy from the director of hospital. Staff development and education programs, it had to be done education programs and training regularly in IFRS.

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Key words: Hospital standard accreditation, strategy pharmacy installation, Hanlon method.