

INTI SARI

SABARUDIN, 2013, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DI RSUD PANDAN ARANG KABUPATEN BOYOLALI DENGAN METODE HANLON, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Mendapatkan pelayanan prima merupakan dambaan 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 mengetahui tingkat kesesuaian pelayanan farmasi terhadap standar akreditasi di RSUD Pandan Arang Kabupaten Boyolali 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 Direktur Rumah Sakit, Kepala Sub Bagian Kepegawaian dan Diklat, Kepala Diklat Bidang Non Keperawatan dan Kepala IFRS, dan informan utama yaitu apoteker dan TTK di IFRS Pandan Arang Kabupaten Boyolali. Dari hasil hitungan jawaban responden petugas IFRS, dibandingkan dengan hasil observasi. Pengolahan data dilakukan dengan metode perbandingan tetap.

Hasil penelitian menemukan bahwa terdapat selisih hasil penilaian standar akreditasi antara *self assesment* staf IFRS (93,75%) dengan hasil observasi (90%). Dari hasil itu, IFRS Pandan Arang Kabupaten Boyolali sudah memenuhi standar akreditasi KARS tetapi masih perlu dikembangkan untuk mengarah ke akreditasi istimewa atau standar akreditasi JCI. Oleh karena itu, diperlukan komitmen Direktur, Komite Akreditasi, *Stakeholder* 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 farmasi yang optimal dan dilakukan evaluasi serta ditindak lanjuti.

Kata kunci : Standar akreditasi, strategi pengembangan, RSUD Pandan Arang.

ABSTRACT

SABARUDIN, 2013. STRATEGY OF PHARMACY INSTALLATION DEVELOPMENT BASED ACCREDITATION EVALUATION IN PANDAN ARANG HOSPITAL BOYOLALI BY HANLON METHOD, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Getting excellent service is the desire of all society, especially recipients of health services in the hospital including in pharmacy installation. Many problems obtained by the patient, because services do not meet the standards. To meet the needs of the patient, pharmacy installation must accredited. The purpose this study was to determine the suitability of pharmacy installation service to accreditation standards in Pandan Arang Hospital Boyolali and strategy to development 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, Head of Sub Division of Human Resources and Training, Head of Nursing Training Division and Head of Non-IFRS, and the main informant were all pharmacists and pharmacy technical staff in IFRS Pandan Arang Hospital Boyolali. From the results count of respondent of pharmacy installation officers, equalled with observation result. The processing of research data conducted with fixed ratio method.

The results there was difference in accreditation standard assessment between self-assessment of IFRS staff (93,75%) with the observation results (90%). From the result, the pharmacy installation of Pandan Arang Hospital Boyolali had to meet KARS accreditation standards but still need to be maximized again to lead to special accreditation or JCI accreditation standard. Therefore, needed commitment of Director, Accreditation Committee, Stakeholders and IFRS 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, Pandan Arang Hospital.