

INTISARI

OKTAVIANI, D., 2019, ANALISIS PELAKSANAAN STANDAR PELAYANAN MINIMAL (SPM) RUMAH SAKIT BIDANG FARMASI DI INSTALASI FARMASI RUMAH SAKIT UMUM DAERAH dr. ABDUL AZIZ SINGKAWANG, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Rumah Sakit Umum Daerah dr. Abdul Aziz Singkawang sebagai Badan Layanan Umum Daerah (BLUD) perlu melakukan pengukuran tentang pencapaian indikator-indikator Standar Pelayanan Minimal Rumah Sakit yang telah ditetapkan. Penelitian ini bertujuan untuk mengetahui gambaran pelaksanaan Standar Pelayanan Minimal Rumah Sakit bidang farmasi di Instalasi Farmasi RSUD dr. Abdul Aziz Singkawang yaitu meliputi waktu tunggu pelayanan obat, tidak adanya kejadian kesalahan pemberian obat, kepuasan pelanggan dan penulisan resep sesuai formularium.

Penelitian ini merupakan penelitian non eksperimental deskriptif dengan menggunakan metode pendekatan secara kualitatif dan kuantitatif. Penelitian dilakukan selama 1 bulan pada bulan Desember 2016. Data penelitian dikelompokkan menjadi data kualitatif dan kuantitatif. Data Kualitatif berupa wawancara mendalam dengan Kepala Instalasi Farmasi, karyawan, dokter sedangkan data kuantitatif berupa observasi dan kuesioner kepada pasien rawat jalan. Data hasil penelitian dianalisis secara deskriptif dengan rumus perhitungan yang sesuai.

Hasil penelitian didapatkan rata-rata waktu tunggu pelayanan resep jadi 18,42 menit, resep racikan 40,37 menit, tidak adanya kesalahan pemberian obat 100%, kepuasan pelanggan 96,47%, penulisan resep sesuai formularium 95,95%. Dapat disimpulkan untuk waktu tunggu pelayanan obat, tidak adanya kejadian kesalahan pemberian obat dan tingkat kepuasan pelanggan terhadap pelayanan farmasi telah memenuhi standar namun untuk kesesuaian penulisan resep dengan formularium belum memenuhi standar. Faktor yang mempengaruhi pelaksanaan Standar Pelayanan Minimal yaitu keterbatasan SDM, persepsian dokter terhadap obat-obat diluar formularium, sarana dan prasarana yang belum optimal, sosialisasi formularium belum optimal dan Kebijakan dalam pelayanan resep untuk menghindari kejadian kesalahan pemberian obat.

Kata kunci: Standar Pelayanan Minimal Rumah Sakit, Instalasi Farmasi RSUD dr. Abdul Aziz Singkawang

ABSTRACT

OKTAVIANI, D., 2017, THE ANALYSIS OF THE MINIMUM SERVICE STANDARD IMPLEMENTATION IN THE PHARMACY SECTION AT THE PHARMACY INSTALLATION dr. ABDUL AZIZ SINGKAWANG PUBLIC HOSPITAL, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

dr. Abdul Aziz Singkawang Public Hospital as the Regional Public Service Agency (BLUD) needs to make measurements of achievements as regards to indicators of Hospital Minimum Service Standard that has been determined. This study aims to find out the implementation description of Hospitals Minimum Service Standards in Pharmacy Installation of dr. Abdul Aziz Singkawang Hospital, include waiting time of drug services, the absence of error occurrence of drug delivery, customer satisfaction and the compatibility prescription according to the formularium.

This study is a non experimental descriptive study with qualitative and quantitative approach. The study was conducted for 1 month in December 2016. The research data were grouped into qualitative and quantitative data. Qualitative data in the form of in-depth interviews with the Head of Pharmacy Installation, employees, doctors while quantitative data in the form of observations and questionnaires to outpatients. The research data were analyzed descriptively with an appropriate calculation formula.

The results obtained an average waiting time for prescription services was 18.42 minutes, prescription concoctions was 40.37 minutes, the absence of medication errors 100%, customer satisfaction 96.47%, prescription writing according to formulary 95.95%. It can be concluded that for the waiting time for drug services, there were no errors in drug administration and the level of customer satisfaction with pharmaceutical services had met the standards, but for the suitability of prescription writing with the formulary, it did not meet the standards. Factors that influence the implementation of Minimum Service Standards are limited human resources, doctors' prescribing of medicines outside the formulary, facilities and infrastructure that are not optimal, formulary socialization has not been optimal and policies in prescription services to avoid drug administration errors.

Keywords: Minimum Service Standards Hospital, Pharmacy Installation of dr. Abdul Aziz Singkawang Public Hospital