

## INTISARI

**PUTRI, AD., 2019, EVALUASI PELAKSANAAN STANDAR PELAYANAN MINIMAL RUMAH SAKIT BIDANG FARMASI PADA PASIEN RAWAT JALAN DI INSTALASI FARMASI RSUD RAA SOEWONDO PATI PERIODE FEBRUARI 2019, SKRIPSI, FAKULTAS FARMASI UNIVERSITAS SETIA BUDI, SURAKARTA.**

Standar pelayanan minimal digunakan sebagai pedoman rumah sakit dalam memberikan pelayanan kesehatan kepada masyarakat. Tuntutan pasien akan pelayanan yang berkualitas mengharuskan adanya pelayanan yang sesuai dengan standar yang telah ditetapkan. Penelitian ini bertujuan untuk mengetahui kesesuaian pelaksanaan Standar Pelayanan Minimal rumah sakit bidang farmasi yang meliputi ketersediaan formularium, waktu tunggu pelayanan obat jadi, waktu tunggu pelayanan obat racikan, tidak adanya kejadian kesalahan pemberian obat dan kepuasan pelanggan di Instalasi Farmasi RSUD RAA Soewondo Pati.

Penelitian ini merupakan penelitian deskriptif non eksperimental. Pengambilan data dilakukan di Instalasi Farmasi RSUD RAA Soewondo Pati pada bulan Februari 2019. Data yang diperoleh dievaluasi menggunakan standar pelayanan minimal yang telah ditetapkan oleh Direktorat Jendral Bina Upaya Kesehatan Republik Indonesia.

Berdasarkan hasil penelitian diperoleh kesimpulan bahwa di Instalasi Farmasi RSUD RAA Soewondo terdapat formularium yang diperbarui setiap satu tahun sekali, lama waktu tunggu pelayanan obat jadi yaitu 12,63 menit, waktu tunggu pelayanan obat racikan 29,28 menit, persentase tidak adanya kejadian kesalahan pemberian obat sebesar 100 % dan persentase kepuasan pelanggan sebesar 85,37 %. Hasil penelitian ini menunjukkan bahwa pelayanan kefarmasian di Instalasi Farmasi RSUD RAA Soewondo Pati telah sesuai dengan standar yang ditetapkan oleh Direktorat Jendral Bina Upaya Kesehatan Republik Indonesia.

Kata kunci : Evaluasi, Standar pelayanan minimal, Instalasi farmasi, Dirjen

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## **ABSTRACT**

**PUTRI, AD., 2019, EVALUATION OF THE IMPLEMENTATION OF HOSPITAL MINIMUM SERVICES STANDARDS PHARMACEUTICAL SECTOR IN OUTPATIENTS AT PHARMACEUTICAL INSTALLATION OF RAA SOEWONDO PATI PUBLIC HOSPITAL IN FEBRUARY 2019, SKRIPSI, FACULTY PHARMACY OF SETIA BUDI UNIVERSITY, SURAKARTA.**

Minimum services standards are used as guidelines for hospital in providing health service to the society. Patient's demand for quality services requires services that are in accordance with the established standards. This research aims to find out the suitability of minimum services standards pharmaceutical sector include the availability of formulary, waiting time for non concoction medicine, waiting time for concoction medicine, no occurrence of errors in drug administration and customers satisfaction at Pharmaceutical Installation of RAA Soewondo Regional General Hospital.

This research is a descriptive non-experimental study. Data collection was conducted at Pharmaceutical Installation of RAA Soewondo Pati Regional General Hospital in February 2019. The data taken came 340 outpatient prescription. The data is evaluated using the minimum services standards established by Directorate General for The Health Efforts of the Republic of Indonesia.

Based on the results of the study it was concluded that the Pharmaceutical Installation of RAA Soewondo Pati Regional General Hospital contained a formulary which is updated once a year, waiting time for non concoction drug services is 12,63 minutes, waiting time for concoction drug services is 29,28 minutes, presentation of no errors in drug administration is 100 % and presentation of customers satisfaction is 85,37 %. The results of this study indicate that the pharmaceutical services at Pharmaceutical Installation of RAA Soewondo Pati Regional General Hospital has met the standards established by Directorate General for The Health Efforts of the Republic of Indonesia.

**Kata kunci** :Evaluation, Minimum service standards, Pharmaceutical Installation, Directorate General for The Health Efforts of the Republic of Indonesia