

INTISARI

PUTRI, N.D.D., 2019, EVALUASI PELAKSANAAN STANDAR PELAYANAN MINIMAL (SPM) RUMAH SAKIT BIDANG FARMASI PADA PASIEN RAWAT JALAN DI INSTALASI FARMASI RSUD ULIN BANJARMASIN TAHUN 2019, SKRIPSI, FAKULTAS FARMASI UNIVERSITAS SETIA BUDI SURAKARTA.

Standar Pelayanan Minimal (SPM) Rumah Sakit merupakan ketentuan bagi rumah sakit yang dikeluarkan oleh Menteri Kesehatan Republik Indonesia sebagai usaha pemerintah untuk menjamin mutu pelayanan rumah sakit. Penelitian ini bertujuan untuk mengetahui lama waktu tunggu pelayanan obat jadi, lama waktu tunggu pelayanan obat racikan, persentase tidak adanya kesalahan pemberian obat, persentase kepuasan pelanggan dan ketersediaan formularium di Depo Umum RSUD Ulin Banjarmasin pada tanggal 28 Maret - 09 April 2019.

Metode penelitian yang digunakan non eksperimental dengan rancangan deskriptif menggunakan pendekatan *cross sectional*. Data yang digunakan data primer dan data sekunder. Data primer diperoleh langsung dari responden melalui kuisisioner dan data sekunder diperoleh dari literatur atau sumber pustaka lain. Diperoleh data sebanyak 90 sampel yang memenuhi kriteria inklusi kemudian data tersebut dievaluasi menggunakan Standar Pelayanan Minimum Rumah Sakit Menteri Kesehatan Republik Indonesia Tahun 2012.

Berdasarkan hasil penelitian diperoleh lama waktu tunggu pelayanan obat jadi yaitu 9,21 menit, lama waktu tunggu obat racikan yaitu 21,65 menit, persentase tidak adanya kesalahan pemberian obat yaitu 100%, persentase kepuasan pelanggan yaitu 94,13% dan tersedianya formularium rumah sakit tetapi belum diperbaharui. Kesimpulan dari penelitian ini yaitu indikator ketersediaan formularium belum sesuai dengan Standar Pelayanan Minimum Rumah Sakit Menteri Kesehatan Republik Indonesia Tahun 2012.

Kata kunci: evaluasi, kepuasan pelanggan, standar pelayanan minimal

ABSTRACT

PUTRI, N.D.D., 2019, EVALUATION OF IMPLEMENTATION OF PHARMACY HOSPITAL SERVICE (SPM) STANDARDS IN PATHWAY PATIENTS IN PHARMACEUTICAL INSTALLATION RSUD ULIN BANJARMASIN 2019, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA .

Hospital Minimum Service Standards (SPM) are provisions for hospitals issued by the Minister of Health of the Republic of Indonesia as a government effort to guarantee the quality of hospital services. This study aims to determine the length of waiting time for finished drug services, the length of time waiting for concocted drug services, the percentage of no medication errors, the percentage of customer satisfaction and the availability of formulary in the General Depot of Ulin Hospital Banjarmasin on March 28 - April 9, 2019.

This study is a non-experimental study with a descriptive design using Cross sectional. The data used are primary data and secondary data. Primary data were obtained directly from respondents through questionnaires and secondary data obtained from literature or other library sources. Data obtained as many as 90 samples that met the inclusion criteria then the data was evaluated using the Minimum Service Standards of the Hospital of the Minister of Health of the Republic of Indonesia in 2012.

Based on the results of the study, the waiting time for finished drug service is 9,21 minutes, the length of waiting time for concoction drugs is 21,65 minutes, the percentage of the absence of medication errors is 100%, the percentage of customer satisfaction is 94,13% and the availability of hospital formulary but has not been renewed. The conclusion of this study is that the indicator of formulary availability is not in accordance with the Minimum Service Standards of the Hospital of the Minister of Health of the Republic of Indonesia in 2012.

Keywords: evaluation, customer satisfaction, minimum service standards