

ABSTRAK

MUMPUNI, H. A., 2022, ANALISIS KUALITAS PELAYANAN PASIEN RAWAT JALAN DI INSTALASI FARMASI RUMAH SAKIT ORTOPEDI Prof. Dr. SOEHARSO SURAKARTA TAHUN 2022, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA. Dibimbing oleh Dr. apt. Tri Wijayanti, S.Farm., M.P.H. dan apt. Jamilah Sarimanah, M.Si.

Instalasi Farmasi merupakan bagian yang memiliki tanggung jawab dalam melaksanakan semua kegiatan dibidang farmasi rumah sakit. Suatu rumah sakit diharapkan mampu memberikan pelayanan kesehatan kepada masyarakat sesuai Standar Pelayanan Minimal (SPM) Rumah Sakit. Tujuan penelitian ini adalah mengevaluasi kesesuaian waktu tunggu resep racikan dan non-racikan terhadap SPM di Instalasi Farmasi Rumah Sakit Ortopedi Prof. Dr. Soeharso Surakarta.

Penelitian ini merupakan observasi non-eksperimental menggunakan desain penelitian studi survey. Fokus penelitian ini mengkaji penulisan resep sesuai formularium, waktu tunggu obat jadi, waktu tunggu obat racikan, tidak adanya kejadian kesalahan pemberian obat, dan kepuasan pelanggan. Pengumpulan data dengan cara *cross sectional* yaitu mengambil data satu kali diwaktu itu secara langsung.

Hasil penelitian diperoleh penulisan resep telah sesuai dengan formularium rumah sakit dan rutin diperbarui setiap satu tahun sekali, rata – rata waktu tunggu obat jadi yaitu 19 menit, rata – rata waktu tunggu obat racikan yaitu 35 menit, persentase tidak adanya kejadian kesalahan dalam pemberian obat 100 %, dan kepuasan pelanggan sebesar 97,94 %. Hal tersebut telah sesuai dengan Standar Pelayanan Minimal Rumah Sakit Menteri Kesehatan Republik Indonesia tahun 2008.

Kata kunci : standar pelayanan minimal, waktu tunggu, obat jadi, obat racikan.

ABSTRACT

MUMPUNI, H. A., 2022, ANALYSIS OF OUTPATIENT QUALITY SERVICE AT PHARMACY INSTALLATION OF ORTHOPEDIC HOSPITAL Prof. Dr. SOEHARSO SURAKARTA YEAR 2022, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA. Was guided by Dr. apt. Tri Wijayanti, S.Farm., M.P.H. and apt. Jamilah Sarimanah, M.Si.

The Pharmacy Installation is the part that has the responsibility in carrying out all activities in the field of hospital pharmacy. A hospital is expected to be able to provide health services to the community according to the Hospital Minimum Service Standards (SPM). The purpose of this study was to evaluate the suitability of the waiting time for compounded and non-concocted prescriptions to SPM in the Pharmacy Installation of the Orthopedic Hospital Prof. Dr. Soeharso Surakarta.

This research is a non-experimental observation using a survey study research design. The focus of this study was to examine prescription writing according to the formulary, waiting time for finished drugs, waiting time for compounded drugs, the absence of errors in drug administration, and customer satisfaction. Collecting data in a cross-sectional way, namely taking data once at that time directly.

The results of the study obtained that prescription writing was in accordance with the hospital formulary and was routinely updated once a year, the average waiting time for finished drugs was 19 minutes, the average waiting time for concocted drugs was 35 minutes, the percentage of the absence of errors in drug administration was 100 %, and customer satisfaction is 97,94%. This is in accordance with the Minimum Service Standards for the Ministry of Health of the Republic of Indonesia in 2008.

Keywords: minimum service standards, waiting time, finished drugs, compound drugs.