

INTISARI

RESMY, R.,F., 2014, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DENGAN METODE HANLON DI RSUP Dr WAHIDIN SUDIROHUSODO MAKASSAR PROVINSI SULAWESI SELATAN, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Semua masyarakat mendambakan pelayanan paripurna terutama penerimaan pelayanan kesehatan di rumah sakit termasuk di instalasi farmasi, sehingga menuntut instalasi farmasi untuk selalu meningkatkan kualitas pelayanannya. Untuk memenuhi kebutuhan ini, instalasi farmasi harus diakreditasi. Tujuan penelitian ini adalah untuk mengetahui tingkat kesesuaian tujuh standar pelayanan farmasi terhadap standar akreditasi di RSUP Dr Wahidin Sudirohusodo Makassar dan strategi pengembangan Instalasi Farmasi dengan metode Hanlon.

Penelitian ini merupakan rancangan penelitian non eksperimental, dengan mengumpulkan data kuesioner standar pelayanan farmasi. Responden penelitian ini terdiri informan utama sebanyak 29 orang yaitu staf IFRS dan informan kunci sebanyak 3 orang terdiri dari ketua Manajemen Dan Penggunaan Obat, Sekretaris Manajemen Dan Penggunaan Obat dan Kepala Pelayanan Informasi Obat. Dari hasil hitungan jawaban staf IFRS dibandingkan dengan hasil observasi. Pengelolaan data dilakukan dengan metode perbandingan tetap.

Hasil penelitian menunjukkan bahwa terdapat selisih hasil penelitian standar akreditasi antara staf IFRS (95,71%) dengan hasil observasi (89,04%). Dari hasil tersebut IFRS Dr Wahidin Sudirohusodo sudah memenuhi standar akreditasi KARS tetapi masih perlu dikembangkan untuk mengarah ke akreditasi JCI. Oleh karena itu, diperlukan kerja sama yang baik dan komitmen Direktur, Komite Akreditasi, *Stakholder*, dan staf IFRS dalam meningkatkan pelayanan sesuai dengan standar. Upaya strategi dan rencana pengembangan segera dilakukan antara lain penambahan tenaga farmasi, pelayanan farmasi yang optimal dan dilakukan evaluasi secara rutin di instalasi farmasi dan ditindak lanjuti.

Kata kunci : Standar akreditasi Rumah Sakit, metode Hanlon, strategi pengembangan Instalasi Farmasi

ABSTRACT

RESMY, R.,F., 2014, THE STRATEGY DEVELOPMENT OF PHARMACY DEPARTMENT BASED ON ACCREDITATION ASSESSMENT WITH HANLON METHOD AT DR. WAHIDIN SUDIROHUSODO HOSPITAL, MAKASSAR, SOUTH SULAWESI PROVINCE, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

All public want the plenary services especially in the acceptance of health services at hospital including pharmacy department, therefore require pharmacy department to always improve the quality of service. To comply this needs, pharmacy departement must be accredited. The purpose of this research was to know the suitability of the seven standards of pharmacy services compared to the accreditation standard at dr. Wahidin Sudirohusodo Makassar and Pharmacy development strategies with Hanlon method.

This research is non-experimental research, with collecting the questionnaire about pharmacy services standard. The respondents of this research consists of 29 main informants which are the staff of IFRS and 3 key informants which are the Chairman of Management and Medication Use, Management and Medication Use Secretary, and Head of Drug Information Service. The results of the IFRS staff answers count are compared with the results of observation. Management of data performed with a fixed ratio method.

The research shound that there was a difference result about accreditation standards research between IFRS staff (95.71%) with the results of observations (89.04%). From these results, Dr. Wahidin Sudirohusodo IFRS has fulfilled the KARS accreditation standards but still need to be developed to lead into JCI accreditation. Therefore, need a good cooperation and commitment of the Director, Accreditation Committee, stakeholder, and IFRS staff to improve the services according to the standard. Strategy and development plan be done, among the addition of pharmacy staff, optimization of pharmaceutical care and routinely evaluation at the pharmacy department and its follow up.

Keywords: Hospital accreditation standards, Hanlon method, pharmacy department development strategy