

INTISARI

FERDAWATY F., 2013, EVALUASI KINERJA INSTALASI FARMASI RSUD Dr. MOEWARDI DI SURAKARTA DARI PERSPEKTIF BISNIS INTERNAL, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Evaluasi kinerja merupakan usaha yang dilakukan untuk mengukur hasil-hasil kegiatan yang telah dilaksanakan dan dibandingkan dengan tolok ukur yang telah ditetapkan. Penelitian ini dilakukan untuk mengetahui kinerja Instalasi Farmasi RSUD Dr. Moewardi di Surakarta jika dilihat dari perspektif bisnis internal yang terdiri dari empat aspek, yaitu kepuasan pelanggan (pasien), waktu penyediaan obat, kesesuaian resep dengan formularium dan tidak adanya kesalahan pemberian obat.

Pengambilan sampel dilakukan secara *purposive non-probability sampling*, data diperoleh dari data primer dan data sekunder, data primer diperoleh dengan menyebarkan kuesioner dengan berinteraksi langsung dengan responden dan observasi langsung pelayanan resep termasuk waktu penyediaan obat. Data sekunder diperoleh dari arsip apotik seperti jumlah pasien yang menebus obat dan resep selama bulan Februari-April 2013. Hasil observasi dibandingkan dengan Keputusan Menteri Kesehatan Nomor 129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit.

Hasil penelitian menunjukkan bahwa kepuasan pelanggan (pasien) sebesar 94,17%, sudah memenuhi standar (80%). Waktu penyediaan obat jadi adalah 34,26 menit belum memenuhi standar (30 menit), obat racikan 49,12 menit sudah sesuai standar (60 menit). Kesesuaian resep dengan formularium 96,36% belum memenuhi standar 100%. Tidak adanya kesalahan pemberian obat sudah memenuhi standar 100%.

Kata kunci: kinerja, standar pelayanan minimal rumah sakit, RSUD Dr. Moewardi di Surakarta

ABSTRACT

FERDAWATY F., 2013, EVALUATION OF PHARMACY INSTALLATION PERFORMANCE OF DR. MOEWARDI HOSPITAL IN SURAKARTA FROM INTERNAL BUSINESS PERSPECTIVE, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Performance evaluation is an effort which made to measure the result of activities carried out and compared with established benchmarks. This study was conducted to determine the Pharmacy Installation performance of Dr. Moewardi Hospital in Surakarta if viewed from the internal business perspective that consist of four aspects, which are customer satisfaction (patient), delivery time, prescription compliance with formulary and absence of drug administration errors.

Sampling was done by purposive non-probability sampling, the data obtained from primary and secondary data, primary data were obtained by distributing questionnaires by interact directly with the respondent and direct observation to prescription services including delivery time. Secondary data were obtained from pharmacy records such as the number of patients who redeem drugs dan prescriptions during February to April 2013. The observation results compared with Judgement of Minister of Health No. 129/Menkes/SK/II/2008 in Minimum Service Standard of Hospitals.

The results showed that the customer satisfaction (patient) as 94.17%, meet the standard (80%). Drug delivery time was 34,26 minutes not yet meet the standards (30 minutes), compounding drug was 49,12 minutes already meet the standards (60 minutes). Prescription compliance with formulary was 96.36% did not meet the standards of 100%. The absence of drug administration errors already meet the standards of 100%.

Keywords: performance, minimum service standards of hospital, Dr.Moewardi Hospital in Surakarta.