

INTISARI

KINTOKO, H., 2019, STUDI DESKRIPTIF WAKTU TUNGGU PELAYANAN RESEP DI DEPO FARMASI RAWAT JALAN INSTALASI FARMASI RSUD TIDAR KOTA MAGELANG PERIODE JANUARI-MARET 2019, KARYA TULIS ILMIAH, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Peningkatan jumlah pelanggan rumah sakit pada era JKN (Jaminan Kesehatan Nasional) merupakan suatu tantangan bagi rumah sakit untuk selalu meningkatkan mutu pelayanan. Waktu tunggu pelayanan resep menjadi indikator mutu pelayanan rumah sakit yang ditetapkan oleh pemerintah melalui Keputusan Menteri Kesehatan RI Nomor 129/MENKES/SK/IX/2008 tentang Standar Pelayanan Minimal Rumah Sakit. Tujuan dari penelitian ini adalah untuk mengetahui capaian standar mutu pelayanan minimal yang telah ditetapkan oleh regulasi tersebut. Berdasarkan hal ini, penulis melaksanakan penelitian di Depo Farmasi Rawat Jalan Instalasi Farmasi Rumah Sakit Umum Daerah Tidar Kota Magelang Periode Januari-Maret 2019.

Penelitian ini dilakukan dengan observasi desain alur pelayanan, penentuan populasi dan pengambilan jumlah sampel resep secara acak waktu menurut rumus Slovin. Selanjutnya analisis data dilakukan dengan program SPSS versi 24. Analisis yang digunakan adalah analisis Deskriptif Statistics. Menurut regulasi yang berlaku, indikator mutu waktu tunggu pelayanan resep non racikan ≤ 30 menit dan resep racikan ≤ 60 menit.

Hasil analisa deskriptif menunjukkan distribusi data tidak normal karena variasi data yang sangat banyak. Rata-rata waktu tunggu pelayanan resep obat jadi 23,24 menit sedangkan rata-rata waktu tunggu pelayanan resep racikan 44,83 menit. Berdasarkan data tersebut, waktu tunggu pelayanan resep rawat jalan telah mencapai standar mutu pelayanan minimal rumah sakit.

Kata Kunci : waktu tunggu resep, mutu pelayanan

ABSTRACT

KINTOKO, H., 2019, DESCRIPTIVE STUDY ABOUT THE WAITING TIME OF OUTPATIENT RECEIPT SERVICES IN THE DEPO OF PHARMACEUTICAL INSTALLATION IN TIDAR HOSPITAL-MAGELANG CITY IN PERIOD JANUARY-MARCH 2019, SCIENTIFIC PAPERS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA

The increasing of hospital consumers at the National Health Security (JKN) era is a challenge for the hospitals to increase their services. The waiting time of receipt services becomes an indicator of hospital services quality that has been stipulated by the government. It is stated in the Ministry of Health Decision No. 129/MENKES/SK/IX/2008 about Minimum Services Standard of Hospital. The purpose of this research is finding out about the achievements of that standard, and the writer was researching in the Depo of Pharmaceutical Installation in Tidar Hospital Magelang City in the period January-March 2019.

This research conducted by observing the design of services process, picking the population, and calculate the respondents randomly (time) according to Slovin formula. Subsequently, it was analyzed by SPSS program version 24, in which using the descriptive-statical analyzes. Following the rule, the average waiting time of the drug receipt was ≤ 30 minutes, and the concoction receipt was ≤ 60 minutes.

The result of descriptive analyses shows that the data distribution was not normal because data variation was so many. The average waiting time of drug receipt becomes 23.24 minutes, while the average waiting time of concoction receipt becomes 44.83 minutes. Regarding this data, the waiting time of outpatient receipt services achieved the quality services standard of hospital.

keyword: waiting time of receipt, quality of service