

Evaluasi mutu pelayanan kefarmasian di apotek Kimia Farma Summarecon Bekasi berdasarkan penolakan, waktu tunggu, dan analisa resep = Evaluation of the quality of pharmaceutical services at Kimia Farma Summarecon Bekasi pharmacy based on rejection, waiting time, and prescription analysis

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Abstrak

Pelayanan kefarmasian merupakan bagian integral dari pelayanan kesehatan, dimana mutu atau kualitasnya perlu dijaga agar dapat meningkatkan kepuasan pasien. Pelayanan kefarmasian di apotek terdiri dari dua kegiatan, baik kegiatan manajerial ataupun pelayanan farmasi klinik. Apoteker yang bekerja di suatu apotek perlu melakukan evaluasi secara berkala terhadap dua aspek tersebut agar mutu pelayanan di apotek tersebut terjaga. Penelitian yang dilakukan dalam tugas akhir ini adalah terkait evaluasi mutu pelayanan kefarmasian di Apotek Kimia Farma Summarecon Bekasi berdasarkan indikator jumlah penolakan barang atau obat, waktu tunggu pelayanan resep obat, dan analisa resep. Observasi dan pengumpulan data dilakukan selama 28

hari. Terdapat penolakan barang atau obat sebanyak 45 kali dengan tingkat persentase paling banyak yaitu obat keras dan paling sedikit adalah barang HV lainnya.

Berdasarkan waktu tunggu pelayanan untuk obat resep racik dan non racik di Apotek Kimia Farma Summarecon Bekasi sudah baik dan sesuai dengan standar yang berlaku. Petugas Apotek Kimia Farma Summarecon Bekasi pun dinilai sudah melakukan pengkajian resep dengan tepat dan cermat untuk mencegah terjadinya medication error. Evaluasi mutu pelayanan kefarmasian di Summarecon Bekasi berdasarkan ketiga indikator tersebut sudah dilaksanakan dengan baik, namun sebaiknya evaluasi untuk selanjutnya dilakukan atas dua faktor yaitu persepsi pasien dan layanan sesungguhnya yang diharapkan oleh pasien.

..... Pharmaceutical services are an integral part of health services, where quality needs to be maintained in order to increase patient satisfaction. Pharmaceutical services in pharmacies consist of two activities, either managerial activities or clinical pharmacy services. Pharmacists who work in a pharmacy need to periodically evaluate these two aspects so that the quality of service at the pharmacy is maintained. The research carried out in this final assignment is related to evaluating the quality of pharmaceutical services at Kimia Farma Summarecon Bekasi Pharmacy based on indicators of the number of refusals of goods or medicines, waiting time for prescription drug services, and prescription analysis. Observations and data collection were carried out for 28 days. There were 45 rejections of goods or medicines with the highest percentage being hard drugs and the least being other HV goods. Based on the waiting time, the service for compounded and non-mixed prescription medicines at Kimia Farma Summarecon Bekasi Pharmacy is good and in accordance with applicable standards. Kimia Farma Summarecon Bekasi Pharmacy staff were also assessed as having reviewed prescriptions appropriately and carefully to prevent medication errors. Evaluation of the quality of pharmaceutical services at Summarecon Bekasi based on these three indicators has been carried out well, but further evaluation should be carried out on two factors, namely the perception of the actual service received by the patient and the actual service expected by the patient.