

# Analisis perbandingan waktu tunggu pelayanan kefarmasian di instalasi farmasi rawat jalan jaminan dan rawat jalan tunai rsup persahabatan jakarta tahun 2015 = Analysis on waiting time comparision of pharmacy service in guaranted outpatient and cash outpatient at rsup persahabatan jakarta pharmacy installation in 2015

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## Abstrak

Tujuan penelitian menganalisis perbedaan waktu tunggu pelayanan kefarmasian (yanfar) di Instalasi Farmasi Rawat Jalan Jaminan dan Tunai RSUP Persahabatan Jakarta Tahun 2015. Desain penelitian mix method.

Besar sampel 150 pasien (@75 pasien di Jaminan dan Tunai).

Hasil penelitian:

1. Waktu tunggu yanfar di Jaminan tidak sesuai SPM, sedangkan di Tunai sudah sesuai.
2. Ada hubungan jenis resep dengan waktu tunggu yanfar di Jaminan dan Tunai.
3. Ada hubungan jumlah item resep dengan waktu tunggu yanfar di Jaminan.
4. Ada perbedaan signifikan antara waktu tunggu yanfar di Jaminan dengan Tunai.
5. Perbedaan waktu tunggu yanfar di Jaminan dan Tunai dipengaruhi oleh SOP, SDM Kefarmasian (jumlah tenaga, beban kerja, lama kerja, dan keterampilan) dan SIM RS.

*This research aims to analyse waiting time comparision of pharmacy service at RSUP Persahabatan Jakarta Pharmacy Installation of Guaranted Outpatient and Cash Outpatient in 2015. This research applies mixed methods design. There are 150 patients as samples for this research (75 patients in Guaranted and Cash).*

The results of the research:

1. Waiting time at pharmacy service at Cash Outpatient Pharmacy Installation is in line with SPM for Pharmacy, and it isn't in Guaranted Outpatient Pharmacy Installation.
2. There is correlation between types of prescription with waiting time at pharmacy service in Cash and Guaranted Outpatient Pharmacy Installation.
3. There is correlation between amount of items in the prescriptions with waiting time at pharmacy service in Guaranted Outpatient Pharmacy Installation.
4. There is a significant difference between waiting time at the two places.
5. Differences of waiting time in Cash and Guaranted Outpatient influenced by SOP in Pharmacy Service, Number of Staff, Work Load, Working Hours, Skills, and Hospital Management of Information System.