

Analisis pelayanan farmasi berdasarkan indikator pelayanan pasien who pada puskesmas kecamatan yang belum dan sudah terakreditasi di Kota Depok tahun 2016 = Analysis of pharmaceutical care based on who patient care indicator at district public health centers that not accredited and accredited in Depok City 2016

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Abstrak

Pelayanan farmasi berdasarkan indikator pelayanan pasien WHO di berbagai Negara Berkembang termasuk Indonesia belum memenuhi rekomendasi WHO. Penelitian bertujuan menganalisis pelayanan farmasi berdasarkan indikator pelayanan pasien WHO pada Puskesmas Kecamatan yang belum dan sudah terakreditasi di Kota Depok. Penelitian menggunakan rancangan potong lintang secara prospektif melalui observasi responden dan resep obatnya, serta wawancara responden. Penelitian pada sembilan Puskesmas Kecamatan belum terakreditasi dan dua sudah terakreditasi dari Desember 2016-Februari 2017. Sampel penelitian adalah pasien poli umum dan pendamping pasien poli manajemen terpadu balita sakit yang memenuhi kriteria inklusi, serta resep obat.

Puskesmas kecamatan belum terakreditasi memenuhi rekomendasi WHO untuk waktu penyiapan dan penyerahan obat >3 menit sebesar 77,8 dan 100 yang sudah terakreditasi. Semua puskesmas kecamatan tidak ada yang memenuhi rekomendasi WHO untuk kesesuaian penyerahan obat, pelabelan obat cukup dan pasien dengan pengetahuan obat yang benar =100. Analisis bivariat dengan program SPSS menggunakan uji Mann-Whitney dan Chi-Square menunjukkan waktu penyiapan dan penyerahan obat pada Puskesmas Kecamatan sudah terakreditasi lebih lama secara bermakna dari yang belum terakreditasi $p < 0,05$. Pelayanan farmasi pada Puskesmas Kecamatan sudah terakreditasi secara umum tidak berbeda dengan yang belum terakreditasi.

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Pharmaceutical care based on WHO patient care indicator in the Developing Countries including Indonesia have not fulfilled WHO recommendations. This study aims to analyze pharmaceutical cares based on WHO patient care indicators at District Public Health Centers not accredited and accredited in Depok City. This study used cross sectional design prospectively through respondent observation and drug prescription, as well as interviews of respondents. The study was on nine Districts Public Health Centers not accredited and two accredited from December 2016 February 2017. The study sample were general poly patient and accompanying patient of pediatric integrated management poly WHO fulfilled inclusion criteria, as well as prescription of drug of respondents.

The district public health centers not accredited that fulfilled WHO recommendation for dispensing time of drugs 3 minutes was 77.8 and 100 accredited. All district public health centers do not fulfilled WHO recommendations for drugs actually dispensed, drugs adequately labelled, and patients with knowledge of correct dosage 100. Bivariate analysis with SPSS program using Mann Whitney and Chi Square test showed that the dispensing time of drugs at District Public Health Centers accredited significantly longer than those not accredited $p < 0.05$. Pharmaceutical care based on the WHO patient care indicator at District Public Health Center accredited in general is not different from that not accredited.