

## Analisis kepatuhan implementasi standar pelayanan kefarmasian di puskesmas Kota Bekasi tahun 2018 = Analysis of compliance in the implementation of pharmaceutical services standard in the primary health centers in Bekasi in 2018

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### Abstrak

Dalam Peraturan Menteri Kesehatan Nomor 74 Tahun 2016 disebutkan bahwa puskesmas harus melaksanakan pelayanan kefarmasian sesuai standar. Saat ini belum semua puskesmas memenuhi standar pelayanan kefarmasian. Penelitian ini bertujuan untuk menganalisis kepatuhan implementasi standar pelayanan kefarmasian di puskesmas Kota Bekasi sehingga diharapkan penelitian ini dapat memberi masukan agar pelayanan kefarmasian di puskesmas berjalan sesuai standar. Penelitian ini dilakukan dengan pendekatan kuantitatif dengan unit analisis pelayanan kefarmasian meliputi pelayanan resep, pelayanan informasi obat, dan konseling. Untuk memperkuat pembahasan dilakukan pengumpulan data kualitatif. Sampel sebanyak 100 pelayanan kefarmasian diambil dari 10 puskesmas di Kota Bekasi. Pengumpulan data dilakukan dengan pengamatan, pengisian lembar kuesioner, dan wawancara mendalam. Hasil penelitian menunjukkan hasil bahwa puskesmas telah melaksanakan pelayanan resep dan pelayanan informasi obat namun belum sesuai standar sedangkan konseling belum dilaksanakan di semua puskesmas. Puskesmas yang memiliki apoteker sebagai penanggung jawab, fasilitas kefarmasian yang baik, standar prosedur operasional, uraian tugas dan mendapatkan komunikasi kebijakan dan supervisi yang baik lebih patuh terhadap standar pelayanan kefarmasian.

Pemerintah disarankan untuk merevisi Peraturan Menteri Kesehatan Nomor 75 Tahun 2014 tentang Puskesmas dan Peraturan Menteri Kesehatan Nomor 74 Tahun 2016 tentang Standar Pelayanan Kefarmasian di Puskesmas, menetapkan apoteker sebagai tenaga kesehatan strategis, program internsip dan kebijakan pegawai tidak tetap untuk apoteker. Dinas Kesehatan Kota Bekasi disarankan untuk melakukan advokasi kebijakan penempatan apoteker di puskesmas sesuai analisis beban kerja, pelatihan berkelanjutan, sosialisasi kebijakan kepada tenaga kefarmasian di puskesmas, penyusunan petunjuk teknis pelayanan farmasi klinik, supervisi rutin, dan menetapkan sistem penilaian kinerja perorangan untuk pemberian kompensasi dan sanksi. Puskesmas disarankan untuk merencanakan kebutuhan apoteker sesuai analisis beban kerja, menempatkan apoteker sebagai penanggungjawab pelayanan kefarmasian, menyediakan fasilitas kefarmasian sesuai standar, menyusun standar prosedur operasional, menyusun uraian tugas, supervisi internal, dan menerapkan penilaian kinerja perorangan dan memberikan insentif berbasis kinerja perorangan.

.....Regulation of the Minister of Health Number 74 of 2016 states that primary health centers must perform pharmaceutical services according standard. Currently, not all community health centers meet the standard of pharmaceutical service. This study aims to analyze the compliance in the implementation of pharmaceutical services standard in primary health centers in Bekasi so it is expected to provide an input to the pharmaceutical services at primary health centers in order to be implemented in accordance with the standards. This research was conducted with quantitative approach with pharmaceutical services as unit of analysis which including prescription service, drug information service, and counseling. To strengthen the

results discussion then in this study also conducted qualitative data collection. Samples of 100 pharmaceutical services were taken from 10 in primary health centers in Bekasi. The data were collected by observation, filling in questionnaire, and in depth interviews. The results showed that the primary health center had performed prescription and medication services but not yet meet with the standard while counseling had not been implemented in all primary health centers. Primary health center that have pharmacists, good pharmacy facilities, standard operating procedures, job descriptions and good policy communication and supervision are more obedient to the standard of pharmaceutical services.

The Government is advised to revise Regulation of the Minister of Health Number 75 of 2014 on Primary Health Center and Regulation of the Minister of Health Number 74 of 2016 on Standard of Pharmaceutical Service in Primary Health Center, establishing pharmacist as strategic health officer, internship program and non permanent employee policy for pharmacist. Bekasi City Distric Health Office is advised to advocate placement of pharmacist in community health center policy according to work load analysis, continuing professional development, policy communication to pharmacy staff at community health center, preparation of clinical pharmaceutical services technical guidance, routine supervision, and set individual performance appraisal system for reward and punishment. Primary health centers are advised to plan the pharmacist 39 s needs in accordance with workload analysis, placing pharmacists as responsible pharmaceutical services, providing pharmaceutical facilities according to standards, developing standar operating procedures, preparing job descriptions, internal supervision, and applying individual performance assessments and give incentive based on individual performance.