

## Faktor-faktor penyebab lamanya waktu tunggu pelayanan resep pasien rawat jalan rumah sakit di Indonesia = Factors causing the long time waiting for reception services in pharmacy installation of hospital care in Indonesia

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### Abstrak

Waktu tunggu pelayanan resep rawat jalan merupakan salah satu indikator pelayanan mutu di instalasi farmasi yang seringkali tidak terpenuhi waktu tunggu pelayanan resep rawat jalan. Berdasarkan SPM yang tercantum dalam Kepmenkes RI Nomor :129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit Waktu tunggu obat jadi (non racikan) adalah 30 menit. Sedangkan waktu tunggu pelayanan obat racikan adalah 60 menit. Penelitian ini dilakukan untuk melihat penyebab dan lama waktu tunggu pelayanan resep di instalasi farmasi rawat jalan rumah sakit. Jenis penelitian ini adalah literature review yang dilakukan pada kepustakaan jurnal dan penelitian asli dengan rentang waktu studi adalah 10 tahun, dipublikasikan pada tahun 2011 hingga 2020. Metode pencarian data menggunakan data online dengan database yang digunakan adalah PubMed, Scopus, Science Direct, Garuda, Google Scholar, dan Lib FKM UI, serta Lib UI. Setelah menggunakan strategi pencarian, didapatkan sebanyak 14 literature, dan dari hasil penelitian didapatkan rentang rata – rata waktu tunggu pelayanan resep pasien BPJS/JKN, Askes dan pasien tanpa penggolongan kategori penjamin. Penyebab lamanya waktu tunggu pelayanan resep di instalasi farmasi antara lain SDM (kurangnya kompetensi, kuantitas dan kecepatan, serta beban kerja SDM) tidak ada dan tidak berlakunya SOP, sarana dan prasarana yang kurang, komponen delay, produktifitas kerja, dan jam praktik dokter di poli. Usulan untuk penelitian selanjutnya diharapkan melakukan penelitian di fasilitas kesehatan rumah sakit di daerah lain sehingga dapat dilihat dan diidentifikasi hasil lama waktu tunggu di instalasi farmasi rumah sakit beserta faktor – faktor penyebabnya, selain itu juga dapat membandingkan sistem pelayanan farmasi di berbagai rumah sakit.

.....The waiting time for outpatient prescription services is one of the indicators of quality service in pharmaceutical installations which often does not meet the waiting time for outpatient prescription services. Based on the SPM listed in the Republic of Indonesia Decree Number: 129 / Menkes / SK / II / 2008 concerning Hospital Minimum Service Standards The waiting time for finished drugs (non-concoction) is 30 minutes. While the waiting time for concoction drug services is 60 minutes. This research was conducted to see the causes and the length of time waiting for prescription services in hospital outpatient pharmaceutical installations. This type of research is a literature review conducted on the journal literature and original research with a study span of 10 years, published in 2011 to 2020. The method of searching data using online data with the database used is PubMed, Scopus, Science Direct, Garuda, Google Scholar, and Lib FKM UI, and Lib UI. After using the search strategy, as many as 14 literatures were obtained, and from the results of the study obtained an average range of waiting times for prescription services for BPJS / JKN patients, Askes and patients without the guarantor category. The causes of the length of time waiting for prescription services in pharmaceutical installations include HR (lack of competence, quantity and speed, as well as HR workload) and non-existent SOP, lack of facilities and infrastructure, components of delay, work productivity, and doctor's practice hours in polyclinic . The proposal for further research is expected to carry

out research in hospital health facilities in other areas so that it can be seen and identified the results of the long waiting time at the hospital pharmacy installation along with its causal factors, while also being able to compare pharmaceutical service systems in various hospitals.