

# Analisis perubahan pola pelayanan farmasi klinik di apotek jaringan Pulau Jawa dan Sumatera pada masa pandemi covid-19 = Analysis of changes in the clinical pharmacy service patterns at chain pharmacies on the island of Java and Sumatra during the covid-19 pandemic

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## Abstrak

Apotek jaringan merupakan sekelompok apotek yang dikelola oleh suatu perusahaan dan memiliki cabang dengan nama yang sama, yang digunakan sebagai sarana pelayanan farmasi klinik untuk meningkatkan mutu kehidupan pasien. Gambaran pelaksanaan kegiatan pelayanan farmasi klinik selama masa pandemi COVID-19 belum diketahui pada apotek jaringan di Indonesia. Penelitian deskriptif analitik dengan desain penelitian cross-sectional ini bertujuan untuk mengetahui perubahan pola pelayanan farmasi klinik di apotek jaringan Pulau Jawa dan Sumatera selama masa pandemi COVID-19. Metode perolehan sampel dilakukan dengan teknik convenience sampling. Data yang dikumpulkan adalah data primer dari total 60 sampel penelitian melalui online kuesioner yang selanjutnya dianalisis dengan menggunakan IBM® SPSS® versi 22. Dilakukan skoring data penelitian untuk memperoleh rerata skor pelaksanaan kegiatan dengan rentang skor 0-100, dimana rerata skor pelaksanaan menggambarkan seberapa baik pelaksanaan kegiatan pelayanan farmasi klinik yang dilakukan di apotek jaringan.

Berdasarkan hasil penelitian, diketahui melalui hasil skoring bahwa pelaksanaan pelayanan farmasi klinik di apotek jaringan secara keseluruhan mengalami penurunan selama masa pandemi COVID-19. Pelayanan farmasi klinik di apotek jaringan memiliki rerata skor pelaksanaan sebelum masa pandemi sebesar  $82,63 \pm 16,16$ , sedangkan selama masa pandemi sebesar  $73,99 \pm 15,60$ . Terdapat perbedaan yang bermakna secara statistik dalam pelaksanaan pelayanan farmasi klinik di apotek jaringan Pulau Jawa dan Sumatera saat sebelum dan selama masa pandemi COVID-19 ( $p < 0,1$ ) terutama pada kegiatan PIO, konseling, pelayanan kefarmasian di rumah, PTO, dan MESO. Selama masa pandemi COVID 19, secara keseluruhan terjadi perubahan pada pelaksanaan kegiatan pelayanan farmasi klinik di apotek jaringan Pulau Jawa dan Sumatera dengan adanya penerapan protokol kesehatan, pengimplementasian metode telefarmasi, dan pelayanan pengantaran obat ke rumah.

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A chain pharmacy is a group of pharmacies under a certain company divided into several branches with the same name, in which the practice of clinical pharmacy service is carried out to improve the quality of life of patients. The implementation of clinical pharmacy service standards during the COVID-19 pandemic is still unknown at chain pharmacies in Indonesia. This analytical descriptive study with a cross-sectional research design aimed to determine changes in the pattern of clinical pharmacy services in chain pharmacies in Java and Sumatra during the COVID-19 pandemic. The sampling method used was convenience sampling technique. Primary data was collected from a total of 60 research samples through online questionnaires and analyzed using IBM® SPSS® version 22. Scoring of research data is carried out to obtain an average score for the implementation of activities with a score range of 0-100, where the average score of implementation

describes how well the implementation of clinical pharmacy service activities carried out in chain pharmacies.

The scoring results show that the implementation of clinical pharmacy services in chain pharmacies as a whole has decreased during the COVID-19 pandemic. Clinical pharmacy services at chain pharmacies have an average implementation score of  $82,63 \pm 16,16$  before the pandemic period and  $73,99 \pm 15,60$  during the pandemic period. There was a statistically significant difference in the implementation of clinical pharmacy services at chain pharmacies in Java and Sumatra before and during the COVID-19 pandemic ( $p < 0,1$ ), especially in drug information services, counseling, home pharmacy care, drug therapy monitoring, and adverse drug reaction monitoring activities. During the COVID-19 pandemic, there was a change in the overall implementation of clinical pharmacy service activities in chain pharmacies across Java and Sumatra with the implementation of health protocols, telepharmacy methods, and home delivery services.