

Praktik Kerja di Rumah Sakit Universitas Indonesia Periode September - Oktober 2022 "Analisis Waktu Tunggu Pelayanan Resep Racikan di Instalasi Farmasi Rawat Jalan Rumah Sakit Universitas Indonesia" = Internship at the University of Indonesia Hospital Periode in September - October 2022 "Analysis of Waiting Time for Prescription Service at the Outpatient Pharmacy Installation at the University of Indonesia Hospital"

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Abstrak

Waktu tunggu pelayanan obat racikan 30 menit dan non racikan 60 menit merupakan salah satu indikator yang terdapat didalam standar pelayanan minimal rumah sakit. Hal tersebut sangat penting untuk mengukur kinerja pelayanan kefarmasian di rumah sakit. Indikator tersebut untuk mempengaruhi ekspektasi pasien terhadap pelayanan rumah sakit dan mempengaruhi kepuasan pasien terhadap pelayanan rumah sakit. Penyusunan tugas khusus ini adalah untuk menganalisis waktu tunggu pelayanan resep racikan di instalasi rawat jalan rumah sakit universitas indonesia menggunakan 30 sampel, dengan menggunakan metode observasional dan membandingkan dengan standar pelayanan minimal farmasi menurut Permenkes 129/Menkes/SK/II/2008. Sehingga didapatkan kesimpulan bahwa Dari 30 sampel waktu tunggu pelayanan resep racikan terdapat 15 sampel racikan atau (50%) yang tidak sesuai dan 15 sampel racikan atau (50%) yang sudah sesuai. Dari 30 sampel waktu tunggu pasien terdapat 20 sampel atau (67%) yang tidak sesuai dan 10 sampel atau (13%) yang sudah sesuai.

.....Waiting time for concocted drug service 30 minutes and non-concocted 60 minutes is one of the indicators contained in the minimum hospital service standards. This is very important to measure the performance of pharmaceutical services in hospitals. These indicators affect patient expectations of hospital services and affect patient satisfaction with hospital services. The preparation of this special task is to analyze the waiting time for concoction prescription services at the outpatient installation at the University of Indonesia Hospital using 30 samples, using the observational method and comparing them with the minimum standard of pharmaceutical services according to Permenkes 129/Menkes/SK/II/2008. So it can be concluded that of the 30 samples of waiting time for concoction prescription services, there were 15 concoction samples or (50%) that were inappropriate and 15 concoction samples or (50%) that were appropriate. Of the 30 patient waiting time samples, there were 20 samples or (67%) that were inappropriate and 10 samples or (13%) that were appropriate.