

## Evaluasi Program SIANTAR (Sistem Antar Obat) di Unit Farmasi RSUD Koja Tahun 2018-2019 = Evaluation of Siantar Program (Drug Delivery System) in Pharmacy Unit RSUD Koja in 2018-2019

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### Abstrak

Dalam upaya meningkatkan mutu layanan, Rumah Sakit Umum Daerah (RSUD) Koja telah melakukan inovasi layanan antar obat yang dinamakan dengan program Siantar (Sistem Antar Obat). Penelitian ini bertujuan mengevaluasi program Siantar yang dilakukan secara gratis bagi pasien rawat jalan di unit farmasi RSUD Koja. Penelitian ini dilakukan dengan pendekatan kualitatif yang didukung dengan survey cepat terhadap 30 responden yang memanfaatkan layanan Siantar. Data dikumpulkan melalui telaah data sekunder, observasi, dan wawancara langsung kepada informan penelitian. Hasil penelitian menunjukkan bahwa program Siantar sudah berjalan dengan baik, dibuktikan dengan hasil survey kepada pasien yang sudah cukup puas dengan layanan dan merasa sangat terbantu. Oleh karena itu, pihak rumah sakit merencanakan perluasan wilayah cakupan pelayanan menjadi 3 kecamatan. Namun masih terdapat sedikit kekurangan dalam aspek input, diantaranya pada aspek machine yaitu media pengiriman obat belum tersedia, method yaitu belum adanya Standar Operasional Prosedur (SOP) untuk kekosongan obat. Pihak manajemen maupun pemangku kebijakan disarankan untuk mengevaluasi kembali regulasi uang jasa bagi petugas pengantar obat, serta meningkatkan pemantauan dan pengawasan dalam teknis pelaksanaan program Siantar.

.....In an effort to improve service quality, Rumah Sakit Umum Daerah (RSUD) Koja has innovated inter-drug services called the Siantar (Drug Delivery System) program. This research aims to evaluate the broadcast program that is carried out free of charge for outpatients in the Koja Hospital pharmacy unit. This research was conducted with a qualitative approach which was supported by a rapid survey of 30 respondents who took advantage of broadcast services. Data was collected through a review of secondary data, observations, and interviews directly with the research informants. The results of the research showed that the broadcast program had gone well, as evidenced by the results of the survey to patients who were quite satisfied with the service and felt very helpful. Therefore, the hospital plans to expand the service coverage area into 3 sub-districts. However, there are still a few shortcomings in the input aspect, including in the machine aspect, namely the drug delivery media is not yet available, the method is that there is no Standard Operating Procedure (SOP) for drug vacancies. Management and policy makers are advised to reevaluate the regulation of service fees for drug delivery officers, and improve monitoring and supervision in the technical implementation of the broadcast program.