

# Analisis Mutu Pelayanan Instalasi Farmasi UPT RSUD Al-Mulk Kota Sukabumi Berdasarkan Standar Pelayanan Minimal (SPM) Rumah Sakit Bidang Farmasi Tahun 2021 = Service Quality Analysis Pharmaceutical Installation of UPT RSUD Al-Mulk Sukabumi City Based on Minimum Service Standards (MSS) Hospital for Pharmaceutical Sector in 2021

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## Abstrak

Untuk mencapai mutu pelayanan kefarmasian di rumah sakit yang berorientasi kepada pasien, diperlukan suatu standar yang dapat digunakan sebagai acuan dalam pelayanan kefarmasian sebagaimana diatur dalam Kepmenkes Nomor 129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit. Tujuan penelitian ini adalah untuk mengetahui capaian SPM rumah sakit bidang farmasi yang dipengaruhi oleh ketersediaan input meliputi SDM, jenis resep, peresepan obat, ketersediaan obat, ketersediaan formulir obat, ketersediaan SOP dan sarana prasarana serta di pengaruhi proses pelayanan obat meliputi proses telaah/skrinning obat, penyiapan obat dan penyerahan obat. Metode penelitian kuantitatif digunakan untuk menghitung proses pelayanan dan berupa capaian SPM Rumah Sakit bidang Farmasi yang terdiri dari waktu tunggu pelayanan obat, tidak adanya kesalahan pemberian obat, kepuasan pelanggan, dan persentase penulisan resep sesuai formularium obat dilanjutkan dengan penelitian kualitatif untuk mengetahui factor input yang mendukung dan menghambat pencapaian SPM. Penelitian ini dilakukan pada bulan Mei-Juni 2021 dengan jumlah total sampel 170 pasien dan responden sebanyak 5 orang. Hasil penelitian didapatkan waktu tunggu obat jadi adalah 10,16 menit dan waktu tunggu obat racikan 12,32 menit, persentase kepuasan pelanggan 89,06%, tidak adanya kejadian pemberian obat 100% dan penulisan resep sesuai formularium 75,82%. Faktor pendukung capaian SPM adalah jumlah SDM yang memadai dan ketersediaan SOP pelayanan resep. Faktor penghambat capaian SPM adalah ketersediaan obat yang tidak lengkap, prasarana yang kurang dan belum dilaksanakannya monitoring dan evaluasi kepatuhan dokter terhadap formularium obat rumah sakit yang sudah ditetapkan.

.....To achieve the quality of pharmaceutical services in patient-oriented hospitals, a standard is needed as a reference in pharmaceutical services as regulated in Kepmenkes No. 129/Menkes/SK/II/2008 concerning Hospital Minimum Service Standards. The purpose of this study was to determine the achievement of hospital MSS in the pharmaceutical sector which is influenced by the availability of inputs including human resources, types of prescriptions, drug prescription, drug availability, availability of drug request forms, availability of SOPs and infrastructure facilities and is influenced by the drug service process including the drug review/screening process, drug preparation and drug delivery. Quantitative research methods were used to calculate the time needed to proceed drug prescription service and the achievement of hospital MSS in the sector of Pharmacy which consists of waiting time for drug services, the absence of medication errors, customer satisfaction, and the percentage of prescription writing according to the drug formulary, followed with qualitative research to determine the factors inputs that support and hinder the achievement of MSS. This research was carried out from May to June 2021 with a total sample of 170 patients and 5 respondents. The results showed that the waiting time for the finished drug was 10.16 minutes and the waiting time for the compounded drug was 12.32 minutes, the percentage of customer satisfaction was 89.06%, the absence

of drug administration errors was 100% and prescription writing according to the formulary was 75.82%. Supporting factors for achieving MSS were the number of adequate human resources and the availability of SOPs for prescription services. Contrastingly, the inhibiting factors for achieving MSS were incomplete drug availability, inadequate infrastructure and no implementation of monitoring and evaluation of doctors' compliance with the prescribed hospital drug formulary.