

## INTISARI

Pelayanan resep rawat jalan meliputi kegiatan administratif dan kegiatan pelayanan farmasi klinik. Kebutuhan pengguna yang belum didukung oleh *Hospital Pharmacy Information System* (HPIS), perlu dilakukan analisis kebutuhan dan desain model untuk pengembangan HPIS pelayanan resep rawat jalan di RSUD Blambangan. Penelitian ini bertujuan menganalisis kebutuhan dan desain model HPIS pelayanan resep rawat jalan di RSUD Blambangan.

Penelitian ini merupakan rancangan deskriptif yaitu analisis kebutuhan HPIS menggunakan metode wawancara, *focus group discussion* (FGD) dan telaah dokumen. Subyek penelitian ini adalah direktur RS, kepala IFRS, apoteker penanggung jawab depo farmasi rawat jalan, 9 orang apoteker, 13 orang TTK dan 2 orang tenaga administrasi yang terlibat dalam pelayanan resep rawat jalan. *Requierelement* kebutuhan menggunakan pendekatan *user-centered design* (UCD) dan desain *Data Flow Diagram* (DFD) dan *Entity Relationship Diagram* (ERD) menggunakan Visio 2013.

Hasil penelitian menunjukkan kebutuhan data pelayanan resep rawat jalan berupa data pasien, data obat, admisi, pemeriksaan fisik, pemeriksaan klinis, pemeriksaan laboratorium dan pelayanan resep. Kebutuhan data dikelompokkan ke dalam kebutuhan data skrining resep, *labeling*, penyerahan obat dan sistem pelaporan dari 12 macam laporan. Desain DFD menggambarkan hubungan HPIS dengan sistem informasi lain dan berbagi data dengan sistem informasi lain. Desain model ERD dibuat dengan mengelompokkan kebutuhan data dalam elemen-elemen kebutuhan data. *Data dictionary* penelitian ini berisi penjelasan data yang digunakan dalam desain.

Dapat disimpulkan bahwa desain DFD dan ERD menghasilkan data yang mendukung proses skrining resep, *labeling*, penyerahan obat dan sistem pelaporan pelayanan resep rawat jalan, dan perlu dibuat desain model untuk pelayanan resep *e-prescribing*, konseling dan pendidikan pasien, resep rawat inap, dan logistik farmasi. Integrasi antar sistem informasi memungkinkan terjadinya pertukaran data dan informasi perlu dibuat strategi untuk mengatasi kemungkinan terjadinya kegagalan yang disebabkan heterogenitas sistem informasi.

**Kata Kunci:** Resep rawat jalan, kebutuhan data, *data flow diagram*, *entity relationship diagram*, *data dictionary*

## ABSTRACT

Outpatients dispensing is consisted of administration and clinical pharmacy activities. User needs were not have been supported by the Hospital Pharmacy Information System (HPIS), therefore the needs analysis and model design of the development of HPIS for outpatients in Blambangan Hospital is necessary. The aims of this study were to analyze the user needs and to formulate the design of the HPIS model for outpatients in Blambangan Hospital.

This study was a descriptive design approach, including user needs analysis and design of HPIS, we use interview, focus group discussion (FGD) and documents review methods. The subjects of this study were hospital chairman, hospital pharmacy manager, pharmacists of outpatient pharmacy department, 9 person pharmacists, 13 person pharmacy technicians and 2 person administrative staffs. We used user-centered design (UCD) for requirement of user needs.

The results of the study showed that the data needs for outpatients services were must be in the categories of patients data, medicines data, admissions data, physical examinations data, clinical examinations data, laboratory examinations data and dispensing process data. Data requirements were grouped into requirements data of prescription screening, labeling, medicine delivery and reporting systems for 12 types of reports and coded for each admission process, physical examinations process, clinical examinations process, laboratory examinations process and dispensing process. The last step were model design in the data flow diagram (DFD), entity relationship diagram (ERD), and data dictionary.

It can be concluded that the preeliminary the user needs for outpatient services were required for further steps to ensure patient safety. Design models for e-prescribing, patient counseling and education, inpatient dispensing, and pharmacy logistic need to be made. Information systems integration that allow data and information transfer need a strategy to overcome the heterogeneity of information system.

**Keywords:** outpatients, pharmacy services, data needs, user-centered design, data flow diagram, entity relationship diagram, data dictionary.