

INTISARI

RSMH Palembang berstatus Perjan sejak tahun 2002. Ini berarti kualitas pelayanan konsumen menjadi penting untuk ditingkatkan, termasuk pengelolaan obat di ruang rawat inap. Sehingga, perlu dilakukan penelitian mendalam untuk menemukan permasalahan pada pengelolaan obat di ruang rawat inap. Penelitian ini bertujuan mengamati pengelolaan obat di ruang rawat inap pada tahap penyimpanan, distribusi dan pelayanan obat di ruang rawat inap.

Penelitian ini merupakan penelitian non eksperimental dengan rancangan deskriptif analisis, bersifat eksploratif. Unit analisis penelitian seluruh ruang rawat inap berjumlah 23 ruangan. Data diperoleh dengan pengamatan, penyebaran kuesioner dan wawancara dengan pihak manajemen obat di rumah sakit. Data yang terkumpul dianalisis dengan analisis lingkungan internal dan eksternal, dan kemudian disusun sebagai upaya-upaya perbaikan pengelolaan obat. Data kuantitatif disajikan dalam bentuk tabel dan data kualitatif disajikan dalam bentuk uraian.

Hasil penelitian pada tahap penyimpanan bahwa kecocokkan antara kartu obat dan obat dalam rak adalah 83,3%, dan penamaan rak yang sesuai dengan identitas pasien adalah 56,7%. Ketaatan perawat dalam mengisi lembar pemberian obat adalah 34,7% dan kesesuaian penyimpanan obat dengan petunjuk penyimpanan sebesar 80,7%. Hasil penelitian pada tahap distribusi obat bahwa waktu pelayanan obat sangat lama yaitu 85,3 menit. Prosentase obat yang terlayani adalah 93,1% dan jumlah obat yang dilabeli dengan benar adalah 93,8%. Keluhan dokter dan perawat terhadap pelayanan farmasi adalah 12,3%. Hasil penelitian pada tahap pelayanan obat menunjukkan biaya obat pasien cukup tinggi, Rp. 87.487,1 per hari. Pendapatan IFRS untuk bulan Januari, Februari, Maret 2003 sebesar 48%, tapi bulan April, Mei, juni sebesar 33,8% dari keseluruhan pendapatan rumah sakit. Waktu pemberian informasi oleh perawat kepada pasien selama 4,55 menit per pasien. Jumlah item per resep 5,9 item per resep, prosentase peresepan generik masih rendah yaitu 18,7% dan prosentase sesuai formularium adalah 44,7%. Keluhan pasien terhadap pelayanan obat sebesar 16,1% dan pengetahuan pasien tentang dosis dan nama obat sebesar 85,2%.

Hasil penelitian disimpulkan bahwa koordinasi pengelolaan obat di ruang rawat inap RSMH Palembang masih belum baik, tetapi beberapa langkah perbaikan pengelolaan obat telah dimulai. Adanya SK direktur RSMH No. 00.03.1.716 tentang pengadaan obat emergensi di ruang rawat inap, dan edaran dari FPT No. IR.01.01.1.11.49 pada tiap perwakilan SMF untuk pengusulan revisi formularium.

Kata kunci : Analisis, Pengelolaan obat, Rawat inap, Rumah sakit

ABSTRACT

RSMH Palembang has been a Perjan since 2002. It means that the quality of customer service is important to increase, included drug management in care unit. so, necessary to carry on exploratory study to find the problem that may exist in there. This study aimed to observe drug management in care unit which were storing, distributing and servicing pattern of drug, in addition to formulating the framework of efforts for improving drug management as a recommendation.

The study was designed as a non-experimental, descriptive-analytical, explorative case study. the analysis units that all the care units in RSMH Palembang were 23 of care unit. Data were obtained by observing, giving questioners for nurses and patients, and interviewing officers related to drug management. The data was analyzed with internal and external of environment and then the framework of improving drug management efforts was formulated. The quantitative data was presented as table and the qualitative data was presented as text.

The result of the storing pattern of drug showed that suitable between drug cards and drugs in rack was 83,3%, named of rack suitable with patient identity was 56,7%. The obedient of nurse to documentation in sheet of given drug was 34,7% and suitable storing of drug with guidance storing as much as 80,7%. The result of distributing pattern of drug showed that time of service very long was 85,3 minutes. the percentage of drug ready stock was 93,1% and total of drug for labeling with correct was 93,8%. The complained from doctors and nurses with pharmacy services was 12,3%. The result of the servicing pattern of drug showed that cost of patient drug was quite high, Rp. 87.487,1 for each day. The benefit cost of IFRS for January, February, March 2003 as much as 48%, but April, May, June as much as 33,8% of total benefit cost for hospital. Times of giving information by nurse for patient average 4,55 minutes for each patent. The total kinds of drug in a prescription was 5,9 item for each prescription, percentage by generic names lower was 18,7% and percentage of formulary drugs was 44,3%. The complained of patient for servicing drug as much as 16,1% and patient of knowledge for dose and names of drug as much as 85,2%.

The result of study concluded that coordination of drug management in care unit RSMH Palembang was not appropriate, but several improving drug management has been started. They were policy of director RSMH No. YM.00.03.1.716 about procurement of emergency drug in care unit, and the revoke from PFT No. IR. 01.01.1.11.49 for each deputy SMF to application the formulary revision.

Key Word : Analyze, Drug management, Care unit, Hospital