

ABSTRAK

Latar Belakang: Waktu tunggu pelayanan obat yang lama menyebabkan ketidakpuasan pasien dan berdampak pada citra pelayanan RS secara keseluruhan. Belum tercapainya target waktu tunggu pelayanan resep yang ditetapkan manajemen RSPP mendorong perlunya melakukan penelitian analisis identifikasi *waste* dan faktor berpengaruh terhadap waktu tunggu pelayanan resep di Farmasi Rawat Jalan RSPP.

Tujuan: Mengidentifikasi *waste* dan faktor-faktor yang memengaruhi waktu tunggu pelayanan resep pada kondisi tempat lama (sebelum renovasi), tempat pindah sementara (saat renovasi), dan tempat permanen (setelah renovasi) di FRJ RSPP.

Metode: Penelitian menggunakan jenis observasi dan studi kasus untuk mengamati waktu tunggu pelayanan resep. Penelitian menggunakan data kuantitatif dan kualitatif. Hasil penelitian dianalisis menjadi usulan perbaikan.

Hasil dan Pembahasan: Identifikasi *Waste* di FRJ RSPP pada kondisi tempat lama (sebelum renovasi) adalah *waste of defect (material, man)*, *waste of waiting*, dan *waste of excessprocessing*; pada kondisi tempat pindah sementara (saat renovasi) adalah *waste of defect (man)*, *waste of waiting*, *waste of transportation*, *waste of motion*, dan *waste of excessprocessing*; serta pada kondisi tempat permanen (setelah renovasi) adalah *waste of defect (material, man)*, *waste of waiting*, dan *waste of excessprocessing*.

Kesimpulan: *Waste* yang utama teridentifikasi di Farmasi Rawat Jalan RSPP adalah *waste of defect (material, man)*, *waste of waiting*, dan *waste of excessprocessing*. Lima faktor prioritas yang memengaruhi waktu tunggu pelayanan resep di FRJ RSPP adalah ketersediaan obat, jumlah SDM, sarana prasarana, kesesuaian dengan formularium RS, dan SOP/pedoman.

Kata Kunci : Farmasi Rawat Jalan, Waktu Tunggu Resep, *Lean management*, *Waste* layanan farmasi, RS Pusat Pertamina

ABSTRACT

Background: Long waiting times for drug services cause patient dissatisfaction and have an impact on the overall image of hospital services. The failure to achieve the target waiting time for prescription services set by RSPP management has prompted the need to conduct research analyzing waste identification and factors influencing the waiting time for prescription services at the RSPP Outpatient Pharmacy.

Objective: Identify waste and factors that influence the waiting time for prescription services in the old location (before renovation), temporary location (during renovation), and permanent location (after renovation) at FRJ RSPP.

Method: The research uses observation and case studies to observe waiting times for prescription services. Research uses quantitative and qualitative data. The research results are analyzed into suggestions for improvement.

Result and Discussion: Waste identification at FRJ RSPP in the old condition (before renovation) is waste of defects (material, man), waste of waiting, and waste of excess processing; in the conditions of temporary moving places (during renovation) are waste of defects (man), waste of waiting, waste of transportation, waste of motion, and waste of excess processing; and in permanent place conditions (after renovation) are waste of defects (material, man), waste of waiting, and waste of excess processing.

Conclusion: The main waste identified in the RSPP Outpatient Pharmacy is waste of defects (material, man), waste of waiting, and waste of excess processing. Five priority factors that influence the waiting time for prescription services at FRJ RSPP are drug availability, number of human resources, infrastructure, conformity with the hospital formulary, and SOP/guidelines.

Keywords: Outpatient Pharmacy, Pharmacy Waiting Time, Lean Management, Pharmaceutical Service Waste, Pertamina Central Hospital