

INTISARI

Sistem pengelolaan obat harus diorganisasikan dengan memberikan pelayanan berdasarkan aspek keamanan, efektif dan ekonomis dalam penggunaan obat, sehingga tercapainya efektifitas dan efisiensi pengelolaan obat. Tujuan penelitian ini mengetahui gambaran 4 tahap pengelolaan obat, mengevaluasi tingkat efisiensi dan efektivitas pengelolaan obat dan mengetahui pengaruh *management support* terhadap kinerja pada pengelolaan obat di Instalasi Farmasi Rumah Sakit Umum Daerah Tarakan Jakarta.

Penelitian ini bersifat deskriptif- observasional berdasarkan data kuantitatif dan kualitatif. Data kuantitatif didapatkan secara retrospektif dengan penelusuran dokumen pengelolaan obat tahun 2023 dan concurrent, data dianalisis melalui perhitungan 28 indikator dan dibandingkan dengan standar. Data kualitatif diperoleh melalui wawancara untuk melihat pengaruh *management support* terhadap kinerja pengelolaan obat.

Hasil penelitian menunjukkan gambaran pengelolaan tahap seleksi berdasarkan FORNAS dan NON-FORNAS, pengadaan e-katalog dan pengadaan langsung, distribusi dengan resep perorangan dan UDD serta penggunaan dengan retriksi BPJS. Pengelolaan obat, berdasarkan 28 indikator yang dievaluasi terdapat 10 indikator yang memenuhi standar, 1 indikator tidak dapat diteliti dan indikator yang belum memenuhi standar pada tahun 2023 yaitu kesesuaian item dengan Fornas (75,36%), kesesuaian item dengan FRS (67,20%), persentase alokasi dana pengadaan obat (24,75%), persentase kesesuaian pengadaan dengan kenyataan pakai (105,06%), frekuensi pengadaan (8,36%), kecocokan antara obat dengan kartu stok (99,40%), item stok kurang (12,61%), item stok aman (77,73%), *overstock* item obat (9,67%), persentase nilai obat yang kadaluarsa dan rusak (5,47%), persentasi stok mati (6,07%), penyimpanan obat *high alert* (0%), penyimpanan obat LASA (0%), jumlah item obat tiap lembar resep bpjs dan pasien pribadi (3,56;3,28), persentase resep dengan obat generik (79,60%;77,83%), rata-rata waktu tunggu non racikan dan racikan (43 menit; 71 menit), dan persentase obat yang diresepkan berdasarkan FRS (95,48%;95,68%). Pengaruh *management support* terhadap indikator pengelolaan obat diantaranya adanya tugas dan fungsi yang tumpang tindih karena keterbatasan SDM yang kurang sehingga mempengaruhi kinerja pengelolaan yang belum optimal, anggaran yang terbatas mempengaruhi pengadaan obat dan SIM yang belum optimal mempengaruhi keakuratan dan kecepatan data administrasi pengelolaan obat

Kata kunci: Evaluasi, Indikator Mutu, Pengelolaan Obat, *Management Support*

ABSTRAK

The drug management system must be organized by providing services based on aspects of safety, effectiveness, and economy in the use of drugs, to achieve the effectiveness and efficiency of drug management. The purpose of this study was to determine the description of the 4 stages of drug management, evaluate the efficiency and effectiveness of drug management, and determine the effect of management support on performance in drug management at the Pharmacy Installation of the Tarakan Regional General Hospital Jakarta.

The study was descriptive- observational based on quantitative and qualitative data. Quantitative data was obtained retrospectively by searching drug management documents in 2023 and concurrent, the data was analyzed through the calculation of 28 indicators and compared with standards. Qualitative data was obtained through interviews to see the influence of management support on drug management performance.

The results showed an overview of the management of the selection stage based on FORNAS and NON-FORNAS, e-catalog procurement and direct procurement, distribution by individual prescription and UDD, and use with BPJS restrictions. Drug management, based on 28 indicators evaluated, there are 10 indicators that meet the standards, 1 indicator cannot be studied and indicators that have not met the standards in 2023, namely the suitability of items with Fornas (75.36%), the suitability of items with FRS (67.20%), the percentage of drug procurement fund allocation (24.75%), the percentage of procurement suitability with actual use (105, 06%), procurement frequency (8.36%), match between drugs and stock cards (99.40%), under stock items (12.61%), safe stock items (77.73%), overstock of drug items (9.67%), percentage of expired and damaged drug values (5.47%), percentage of dead stock (6.07%), storage of high alert drugs (0%), storage of LASA drugs (0%), number of drug items per bpjs prescription sheet and private patients (3.56; 3.28), the percentage of prescriptions with generic drugs (79.60%; 77.83%), the average waiting time for non-drugs and concoctions (43 minutes; 71 minutes), and the percentage of drugs prescribed based on FRS (95.48%; 95.68%). The influence of management support on drug management indicators is the existence of overlapping tasks and functions due to a lack of human resources, which affects management performance that is not yet optimal, limited budget affects drug procurement and the not optimized SIM affects the accuracy and speed of drug management administration.

Keywords: Evaluation, Drug Management, Management Support, Quality Indicators