

INTISARI

Latar Belakang: Pelayanan resep di depo farmasi rawat jalan RSUD Dr. M. Yunus Bengkulu (RSMY) belum mencapai standar waktu tunggu pada Standar Pelayanan Minimal (SPM). Waktu tunggu yang lama mengakibatkan pelayanan resep belum tersampaikan dengan baik kepada pasien. Penyebab belum tersampainya pelayanan resep dengan baik kepada pasien dapat disebabkan oleh berbagai faktor internal dan eksternal. Faktor eksternal tidak dapat diatasi oleh rumah sakit sehingga penting untuk mengidentifikasi faktor internal agar dapat menentukan alternatif solusi rekomendasinya.

Metode Penelitian: Jenis penelitian studi kasus, rancangan penelitian desain kasus tunggal terjal (*embedded*). Penelitian ini mengobservasi waktu tunggu rata-rata pelayanan resep obat racikan dan non racikan; mengidentifikasi faktor internal penyebab masalah pelayanan farmasi tidak tepat serta penyusunan rekomendasi strategi solusi. Penelitian dilaksanakan di depo farmasi rawat jalan RSMY. Sampel resep BPJS diambil dengan metode sistematis sampling sedangkan resep umum diambil secara random. Responden wawancara mendalam ditetapkan dengan *purposive sampling*. Hasil penelitian dianalisis, dilanjutkan pemilihan masalah prioritas dan penyusunan rekomendasi strategi solusinya.

Hasil: Pelayanan resep di depo rawat jalan RSMY belum memenuhi SPM. Rata-rata waktu tunggu resep BPJS non racikan 70 menit dan racikan 88 menit, pasien umum non racikan 30 menit. Faktor internal yang menyebabkan pelayanan farmasi tidak tepat di RSMY yaitu *work flow/lay out*, sarana prasarana, SDM, SOP dan ketersediaan obat. Rekomendasi strategi terpilih yaitu penyusunan alur kerja & *lay out*, revolusi mental, melaksanakan evaluasi mutu pelayanan dan umpan balik serta penghargaan pada pegawai berprestasi.

Kesimpulan: Rata-rata waktu tunggu pelayanan resep BPJS di depo farmasi rawat jalan RSMY baik racikan maupun non racikan belum memenuhi SPM Rumah Sakit, sedangkan rata-rata waktu tunggu pelayanan resep umum non racikan dapat dikatakan telah memenuhi SPM.

Kata Kunci: pelayanan resep, waktu tunggu, faktor internal, standar pelayanan, strategi.

ABSTRACT

Background: Prescription service in outpatient pharmacy department of RSUD Dr. M. Yunus Bengkulu (RSMY) has not reached the standard waiting time for minimum service standards (SPM). The Long waiting time resulted in prescription service has not been delivered properly to patients. The cause of unresolved prescribing services to patients can be caused by various internal and external factors. External factors can't be overcome by hospitals so it is very important to identify internal factors in order to determine alternative recommendation solutions.

Research Method: Type of this research is case study, single case design (embedded). This research observes the average waiting time for prescription services for concoctions and non-concoctions; identify internal factors that cause inappropriate prescription service issues used in depth interview method, determine priority issues used CARL method and formulated solution strategy recommendations with Delphi method. The research was carried out in outpatient pharmacy department of RSMY. Samples of BPJS prescriptions are taken by systematic sampling method while general prescriptions are taken randomly. Respondents in-depth interviews were determined by purposive sampling. The results of this research were analyzed, followed by the selection of priority issues and the preparation of recommendations for solution strategies.

Results: Prescription services in the outpatient department of RSMY have not met SPM. The average waiting time for prescription BPJS non concoction is 70 minutes and concoction is 88 minutes, while general prescription non-concoction is 30 minutes. Internal factors that cause pharmaceutical services are not right in RSMY are work flow/lay out, infrastructure, human resources, SOP and availability of drugs. Selected strategy recommendations are preparation of workflow & lay out, mental revolution, evaluating the quality of service and feedback.

Conclusion: The average waiting time for BPJS prescription services in outpatient pharmacy department of RSMY both concoctions and non-concoctions has not met Hospital Minimum Service Standards, while the average waiting time for non-concoction general prescription services let's said to have met the Hospital Minimum Service Standards.

Keywords: prescription service, waiting time, internal factors, service standard, strategy.