

INTISARI

Pelayanan farmasi klinik berhubungan langsung dengan ketepatan penggunaan obat dan keselamatan pasien. Oleh karena itu, diperlukan evaluasi mutu pelayanan farmasi klinik di puskesmas berdasarkan standar Permenkes nomor 74 tahun 2016. Tujuan dari penelitian ini adalah untuk melakukan penilaian terhadap mutu pelayanan farmasi klinik di puskesmas Kabupaten Bantul dan kepuasan pasien terhadap pelayanan kefarmasian.

Penelitian dilakukan di empat puskesmas Kabupaten Bantul yaitu Puskesmas Sewon I, Puskesmas Jetis I, Puskesmas Srandakan, dan Puskesmas Bambanglipuro, pada bulan Desember 2018 sampai Februari 2019. Penelitian ini merupakan studi deskriptif non-eksperimental. Pemilihan sampel puskesmas dilakukan secara *purposive*, sedangkan data diambil *retrospective* melalui penelusuran dokumen, dan *concurrent* melalui observasi langsung. Indikator yang dinilai berjumlah total 22 indikator dari penelitian sebelumnya meliputi pengkajian resep (6 indikator), pemberian informasi obat (1 indikator), konseling (1 indikator), visite (1 indikator), monitoring efek samping obat (1 indikator), pemantauan terapi obat (1 indikator), evaluasi penggunaan obat (9 indikator) dan kepuasan pasien (1 indikator). Analisis data dilakukan dengan analisis deskriptif.

Berdasarkan hasil penelitian, dari 22 indikator, sebanyak 10 indikator hasilnya masih kurang yaitu pelabelan, penyerahan disertai informasi, waktu pelayanan resep non-racikan, jumlah pasien konseling, visite, monitoring efek samping obat, pemantauan terapi obat, item per resep, antibiotik pada diare non-spesifik, serta oralit dan zink untuk diare. Dapat disimpulkan bahwa mutu pelayanan farmasi klinik di puskesmas Kabupaten Bantul belum cukup baik dan tidak merata kualitas pelayanannya antar puskesmas, sehingga perlu dilakukan perbaikan mutu pelayanan oleh apoteker bersama Dinas Kesehatan Kabupaten. Persentase nilai kepuasan pasien di puskesmas Kabupaten Bantul termasuk sangat puas yaitu 76,7%.

Kata kunci : pelayanan, farmasi klinik, apoteker, puskesmas

ABSTRACT

Clinical pharmacy services are related directly to accuracy of drug use and patient safety. Therefore, it is necessary to evaluate the quality of clinical pharmacy services in primary healthcare based on health minister's regulation number 74 in 2016. The purpose of this study was to assess the quality of clinical pharmacy services in Bantul primary healthcare and patient satisfaction towards pharmacy services.

The study was conducted in four Bantul primary healthcare, namely Sewon I, Jetis I, Srandakan, and Bambanglipuro Primary Healthcare, from December 2018 to February 2019. This research was a descriptive and non-experimental study. The selection of primary healthcare samples was done purposively, while the data was taken retrospectively through document searching, and concurrently through direct observation. The assessed indicators was 22 indicators from previous studies including prescription studies (6 indicators), drug information (1 indicator), counseling (1 indicator), visite (1 indicator), adverse drug monitoring (1 indicator), drug therapy monitoring (1 indicator), evaluation of drug use (9 indicators) and patient satisfaction (1 indicator). Data was analyzed descriptively.

The results showed that 10 indicators out of 22 indicators were bellow the standards, namely labeling, submission accompanied by information, non-concoction prescription time, number of counseling patients, visite, monitoring of drug side effects, drug therapy monitoring, prescription items, antibiotics non-specific diarrhea, and oral rehydration salt and zinc prescription for diarrhea. In conclusion, the quality of clinical pharmacy services in Bantul district health centers is not good enough and uneven quality of services between primary healthcare, so it is necessary to improve pharmacists service quality along with the District Health Office. The percentage of patient satisfaction in Bantul district health centers was very satisfied, with 76.7%.

Keywords : service, clinical pharmacy, pharmacist, primary healthcare