

INTISARI

Penyelenggaraan pelayanan kefarmasian di puskesmas adalah bagian dari upaya kesehatan yang mengacu pada standar pelayanan kefarmasian. Mutu pelayanan kefarmasian harus ditingkatkan agar ketersediaan obat dan keamanan pasien lebih terjamin, salah satunya dengan pelatihan. Tujuan penelitian untuk mengetahui peningkatan pengetahuan pengelola obat, kemampuan pengelolaan obat, pelayanan farmasi klinik, dan kepuasan pasien di Puskesmas Kabupaten Ogan Komering Ilir setelah dilakukan pelatihan pelayanan kefarmasian.

Penelitian ini merupakan penelitian *quasi-experimental design* dengan pendekatan analisis *pre - post* pada kelompok intervensi serta menggunakan kelompok kontrol sebagai pembanding. Subyek penelitian ini adalah tenaga kefarmasian dan pasien di Puskesmas Kabupaten Ogan Komering Ilir. Kualitas pengelolaan obat dan pelayanan farmasi klinik diukur menggunakan indikator-indikator yang didapatkan dari penelitian yang sudah dilakukan menggunakan metode *delphi*. Uji statistik dilakukan menggunakan uji t tidak berpasangan dan uji *Mann Whitney* dengan nilai kemaknaan $p < 0,05$, serta uji *chi square*.

Penelitian ini diikuti oleh 13 tenaga kefarmasian dan 780 pasien puskesmas di Kabupaten Ogan Komering Ilir. Hasil penelitian menunjukkan adanya pengaruh pelatihan terhadap pengetahuan pengelola obat puskesmas, ditunjukkan pada perbedaan yang signifikan antara skor pengetahuan kelompok intervensi dan kelompok kontrol. Pelatihan juga berpengaruh terhadap beberapa indikator pengelolaan obat dan pelayanan farmasi klinik.

Kesimpulan penelitian ini adalah terdapat peningkatan pengetahuan pengelola obat, kemampuan pengelolaan obat, dan pelayanan farmasi klinik di puskesmas Kabupaten Ogan Komering Ilir setelah dilakukan pelatihan pelayanan kefarmasian serta kepuasan pasien puskesmas meskipun secara statistik tidak bermakna. Perlu adanya pelatihan yang lebih intensif agar pengetahuan dan pemahaman pengelola obat menjadi lebih baik sehingga dapat meningkatkan seluruh indikator-indikator pelayanan kefarmasian di puskesmas.

Kata kunci : puskesmas, pelayanan kefarmasian, pelatihan, tenaga kefarmasian

ABSTRACT

Pharmaceutical services at the primary healthcare was a part of the health effort that refers to standard of pharmaceutical service. The quality of pharmaceutical services must be improved so that the availability of medicines and patient safety was more guaranteed, one of which was training. The aim of the study was to determine the increase in knowledge of pharmacy staff, drug management capabilities, clinical pharmacy services, and patient satisfaction in the primary healthcare of Ogan Komering Ilir after training.

This research was a quasi-experimental study with a pre - post analysis approach in the intervention group and using the control group as comparison. The subjects in the study were pharmacy staff and patient at primary healthcare of Ogan Komering Ilir District. The quality of drug management and clinical pharmacy services is measured using indicators obtained from the research that have been conducted using the Delphi method. Statistical tests were performed using Independent t-test and Mann Whitney test with significance values $p < 0,05$, also chi square test.

13 pharmacy staff and 780 patients of primary healthcare at Ogan Komering Ilir District was participated in the study. The results showed that there was an influence of training on the knowledge of the pharmacy staff, indicated by a significant difference between the knowledge scores of the intervention group and the control group. Training also affects several indicators of drug management and clinical pharmacy services.

The conclusion of this research showed that there is an increase in the knowledge of pharmacy staff, the ability to manage drugs, and clinical pharmacy services of primary healthcare in Ogan Komering Ilir after pharmacy service training, and the satisfaction of primary healthcare's patients, although statistically not significant. More intensive training is needed so that the knowledge and understanding of drug management becomes better and can improve all indicators of pharmacy services at the primary healthcare.

Keywords: primary healthcare, pharmaceutical services, training, pharmacy staff