

INTISARI

Puskesmas adalah fasilitas pelayanan kesehatan yang menyelenggarakan upaya kesehatan masyarakat dan upaya kesehatan perorangan tingkat pertama secara terintegrasi dan berkesinambungan, dimana salah satu fungsi Puskesmas yaitu menyelenggarakan pelayanan kefarmasian yang sesuai standar. Penelitian ini bertujuan untuk mengetahui gambaran pelaksanaan pelayanan farmasi klinis dan kepuasan pasien terhadap pelayanan kefarmasian di Puskesmas Kabupaten Garut dan Maluku Tengah.

Penelitian yang dilakukan adalah penelitian deskriptif (*Non-Exsperimental*) dengan metode pendekatan secara kuantitatif. Subyek penelitian adalah puskesmas, pengelola obat dan pasien puskesmas. Metode pengambilan sampel dengan *purposive sampling* yaitu sebanyak 22 puskesmas dan 660 pasien yang memenuhi kriteria inklusi. Pengambilan data retrospektif dan *concurrent* dan dianalisis secara deskriptif dengan menghitung persentase untuk indikator pelayanan kefarmasian dan skoring untuk indikator kepuasan pasien dengan metode *servqual*. Indikator yang diukur berjumlah 25 indikator, meliputi 20 indikator Pelayanan Farmasi Klinis 5 indikator Kepuasan Pasien meliputi: *Tangibles, Reliability, Responsiveness, Assurance, Empathy*.

Hasil penelitian menunjukkan bahwa pengukuran indikator pelayanan farmasi klinis di Kabupaten Garut dan Maluku Tengah sebagian besar pelaksanaan pelayanan farmasi klinis di puskesmas yang memiliki Apoteker sudah dilakukan di beberapa puskesmas. Keterbatasan Apoteker, lingkup kerja Apoteker, sarana dan prasarana, serta kewenangan terbatas Tenaga Teknis Kefarmasian dalam pelayanan resep menjadi kendala belum optimalnya pelaksanaan pelayanan farmasi klinis di puskesmas Kabupaten Garut dan Maluku Tengah. Tingkat kepuasan pasien di puskesmas kabupaten Garut dan Maluku Tengah secara keseluruhan memiliki nilai *mean gap* negatif (pasien tidak puas).

Kata Kunci: Pelayanan Farmasi Klinis, Kepuasan Pasien, Puskesmas

ABSTRACT

The Primary Health Center (PHC) is a health service facility that organizes public health efforts and first-level individual health efforts in an integrated and continuous manner, where one of The Primary Health Center functions is to provide pharmacy services that are in accordance with the standards. This study aims to determine the description of the implementation of clinical pharmacy services and patient satisfaction with pharmaceutical services in Primary Health Center Garut and Central Maluku District.

The research conducted is descriptive (Non-Experimental) research with a quantitative approach method. The research subjects were the Primary Health Center, drug management and the patient health center. The sampling method was purposive sampling, with 22 health center and 660 patients fulfilling the inclusion criteria. Retrospective and concurrent data collection and analyzed descriptively by calculating percentages for indicators of pharmaceutical services and scoring for indicators of patient satisfaction with the servqual method. Indicators measured were 25 indicators, including 20 indicators of Clinical Pharmacy Services 5 indicators of Patient Satisfaction include: Tangibles, Reliability, Responsiveness, Assurance, Empathy.

The results showed that the measurement of clinical pharmacy service indicators in Garut and Central Maluku District, most of the implementation of clinical pharmacy services in Primary Health Center that have pharmacists have been carried out in several Primary Health Center. The limitations of Pharmacists, the scope of work of Pharmacists, facilities and infrastructure, as well as the limited authority of Pharmaceutical Technical Workers in prescription services are obstacles that are not yet optimal in the implementation of clinical pharmacy services in Garut and Central Maluku District Health Centers. The level of patient satisfaction in the Garut district health centers and Central Maluku as a whole has a negative mean gap (dissatisfied patients).

Keywords: Clinical Pharmacy Services, Patient Satisfaction, Primary Health Center