



INTISARI

Dalam kurun waktu lima tahun terakhir ini, desakan untuk melaksanakan *pharmaceutical care* berfokus pada pasien semakin menguat. Saat ini standar pelayanan kefarmasian di apotek ditetapkan dengan Permenkes nomor 35 tahun 2016, sebagai pedoman bagi tenaga kefarmasian dalam menyelenggarakan pelayanan kefarmasian. Penelitian ini dilakukan di Kota Jambi dengan tujuan untuk mengetahui implementasi standar pelayanan kefarmasian di apotek, untuk mengidentifikasi faktor pendukung dan penghambat dalam melaksanakan pelayanan kefarmasian di apotek.

Penelitian ini merupakan penelitian deskriptif observatif, yang dilakukan dengan fase survei, dilanjutkan dengan fase observasi dan fase wawancara mendalam. Total responden fase survei sebanyak 105 apoteker penanggung jawab dari 143 apotek. Kemudian dilakukan observasi menggunakan lembar *checklist* pada 20 apotek dan wawancara mendalam pada 17 apoteker penanggung jawab. Survei menggunakan kuesioner dengan teknik *convenience sampling*, observasi dan wawancara mendalam dengan teknik *maximum variation sampling*. Instrumen dikembangkan berdasarkan Permenkes nomor 35 tahun 2016. Metode analisis data dilakukan secara deskriptif untuk melihat distribusi pelaksanaan standar pengelolaan sediaan farmasi, alkes, dan BMHP serta pelayanan farmasi klinik. Data kualitatif disajikan secara deskriptif untuk mengidentifikasi faktor pendukung dan penghambat.

Hasil penelitian diperoleh yaitu berdasarkan survei pelaksanaan pengelolaan sediaan farmasi, alkes dan BMHP dilakukan oleh apoteker dibantu tenaga teknis farmasi, namun pelaksanaannya dilapangan lebih banyak dilakukan oleh tenaga teknis kefarmasian dibawah tanggung jawab apoteker. Pelayanan farmasi klinis baru berjalan pada pelayanan resep, PIO dan sebagian pada konseling. *Home pharmacy care*, pemantauan terapi obat dan monitoring efek samping obat serta dokumentasi klinis belum dilakukan. Berdasarkan hasil wawancara diketahui, faktor pendukung implementasi standar adalah dukungan tenaga teknis kefarmasian, dukungan PSA, kehadiran apoteker dengan jadwal praktik yang teratur, penggunaan sistem informasi teknologi dan motivasi apoteker. Faktor penghambatnya yaitu faktor pasien dimana ada keragu-raguan pasien kepada tenaga farmasi, keterbatasan kehadiran apoteker di apotek, kekurangan *skill* berupa manajemen, klinis dan komunikasi, serta tidak ada ruang layanan konseling, dan keterbatasan jumlah SDM farmasi.

Kata Kunci : Implementasi, Standar Pelayanan Kefarmasian, Permenkes Nomor 35 Tahun 2016, Apotek



ABSTRACT

In the period of last five years, the pressure to implement pharmaceutical care focuses on the patient getting stronger. The current standard of pharmacy care at a pharmacy established by regulation of health minister number 35/2016, as a guideline for pharmacists and pharmacy technicians in organizing pharmaceutical care. This research was conducted in the city of Jambi in order to determine implementation of pharmaceutical care standard at pharmacy, to identify the supporting factors and inhibiting factors in implementing pharmaceutical care in the Jambi city's pharmacy.

This study is an observational descriptive study, conducted with a survey phase, followed by a phase of observation and in-depth interviews phase. Total respondents who conducted a survey of 105 pharmacist from 143 pharmacies. Then performed an observation using a checklist sheet at 20 pharmacies and in-depth interviews on 17 pharmacists. The questionnaire survey used convenience sampling technique and sampling techniques for observation and in-depth interviews with maximum variation sampling. Methods of data analysis was done descriptively to see the implementation of distribution management pharmaceutical preparation standard, medical supplies, and consumable medical materials and clinical pharmacy services. Qualitative data were presented descriptively to identify supporting and barriers factors.

Results of the research are based on a survey, in managing the pharmaceutical, medical supplies and consumable medical materials carried out by pharmacist assisted pharmacy technicians, but its implementation in the field is mostly done by the pharmacy technicians under the responsibility of the pharmacist. Clinical pharmacy services running on prescription services, drug information services and partly on the counseling. Home pharmacy care, monitoring drug therapy and monitoring of drug side effects and clinical documentation has not been done. Based on interviews unknown, factors supporting the implementation of the standard is support pharmacy technicians personnel, support of owner pharmacy, the presence of a pharmacist with a regular schedule of practices, the use of information systems technology and motivation of pharmacist. Whereas the barriers factor are factors in patients where there is doubt the patient to the pharmacist and staff, the limited presence of the pharmacist because their main job outside the pharmacy, the shortage of skills in the form of management, clinical and communication, and there is no space of counseling services and the limited number of pharmaceutical human resources.

Keywords: Implementation, Pharmaceutical Care Standards, Permenkes No. 35/2016, Pharmacy