

INTISARI

Penerapan standar pelayanan kefarmasian aspek farmasi klinik di rumah sakit yang optimal mampu mengurangi resiko cedera dan kerugian pada pasien akibat pengobatan. Penelitian ini untuk menggambarkan penerapan standar pelayanan kefarmasian sebagai bahan evaluasi mutu pelayanan farmasi di Rumah Sakit PKU Muhammadiyah Yogyakarta.

Penelitian ini merupakan penelitian deskriptif dengan metode survei terhadap apoteker dan pasien di instalasi farmasi rawat jalan menggunakan kuesioner sebagai instrumen penelitian. Kuesioner disusun oleh peneliti berdasarkan PMK No 58. Kuesioner disebarakan kepada 100 pasien dan 10 apoteker yang memenuhi kriteria inklusi subyek penelitian. Jawaban kuesioner merupakan data primer yang diolah dan dianalisis secara univariat untuk mengetahui gambaran deskriptif karakteristik responden, persepsi apoteker dan tingkat kepuasan pasien terhadap penerapan standar pelayanan kefarmasian aspek farmasi klinik (pelayanan dan pengkajian resep, pelayanan informasi obat, dan pelayanan konseling).

Hasil penelitian menunjukkan bahwa berdasarkan persepsi apoteker tingkat penerapan standar pelayanan dan pengkajian resep adalah 85.58%, pelayanan informasi obat 80.23% dan pelayanan konseling 75.57%. Pencapaian penerapan standar pelayanan kefarmasian berdasarkan kepuasan pasien untuk pelayanan dan pengkajian resep adalah 79.30%, pelayanan informasi obat 74.72% dan untuk pelayanan konseling adalah 70.67%. Hal ini menunjukkan bahwa penerapan standar pelayanan kefarmasian aspek farmasi klinik (pelayanan dan pengkajian resep, pelayanan informasi obat, dan pelayanan konseling) di rumah sakit PKU Muhammadiyah Yogyakarta sudah terlaksana dengan baik sesuai dengan standar pelayanan kefarmasian di rumah sakit PMK No.58 Th 2014.

Kata Kunci : persepsi apoteker dan kepuasan pasien, standar pelayanan kefarmasian, farmasi klinik, rumah sakit

ABSTRACT

The optimal implementation of pharmaceutical care standards on clinical aspects in hospital can reduce the risk of injury and loss on patients due to the treatments. The research aimed to illustrate the implementation of pharmaceutical care standards as evaluation material on quality of pharmaceutical care in PKU Muhammadiyah Yogyakarta Hospital.

This research was a descriptive study with survey method towards pharmacists and patients in outpatient pharmacy installation using questionnaire as a research instrument. The questionnaire was developed by the researcher based on PMK no 58. The questionnaires were distributed to 100 patients and 10 pharmacists who met the inclusion criteria of research subject. The answers of the questionnaire is the primary data that is processed and analyzed to find out the descriptive illustration of characteristics of respondents, the preception of pharmacists and the level of patients satisfaction against the implementation of pharmaceutical care standards on clinical aspects (service and examination of prescriptions, drug information services, and counseling services).

The results of the study showed that based on the perception of pharmacists the level of implementation on service and examination of prescriptions standard is 85.58%, drug information services 80.23%, and counseling services 75.57%. The achievement of implementation of pharmaceutical care standards based on patients satisfaction for service and examination of prescriptions is 79.30%, drug information services 74.72% and for counseling services is 70.67%. This shows that the implementation of pharmaceutical care standards on clinical pharmaceutical aspects (service and examination of prescriptions, drug information services, and counseling services) in PKU Muhammadiyah Yogyakarta Hospital is well done according to the standard of hospital pharmaceutical care in PMK no 58 Th. 2014.

Keywords: perception of pharmacists and patients satisfaction, standards of pharmaceutical care, clinical pharmacy, hospital.