

ABSTRAK

Lintang Indah Purnamsari (01175200024)

ANALISIS WAKTU TUNGGU PELAYANAN RESEP PASIEN RAWAT JALAN POLIKLINIK EKSEKUTIF DI RS SWASTA X KOTA TANGERANG

Fakultas Ilmu Kesehatan (2023)

(xiv + 36 halaman; 6 tabel; 1 gambar; 2 lampiran)

Waktu tunggu pelayanan resep obat merupakan suatu gambaran proses pengerjaan resep yang dilakukan oleh tenaga farmasi dalam mempersiapkan obat sesuai dengan permintaan dokter dengan standar pelayanan yang telah ditentukan. Komplain pasien meningkat karena pelayanan farmasi lambat dalam mempersiapkan obat dan belum ada standar pelayanan waktu tunggu obat jadi dan obat racikan di rumah sakit tersebut. Standar Pelayanan Minimal (SPM) Menteri Kesehatan Nomor 72 Tahun 2016 membutuhkan 30 menit untuk obat jadi dan 60 menit untuk obat racikan. Penelitian ini untuk mengestimasi waktu tunggu pelayanan resep dan racikan di Instalasi Farmasi Rawat Jalan Rumah Sakit Swasta X Kota Tangerang pedoman pelayanan farmasi resep jadi 10 menit dan resep racikan 20 menit. Penelitian ini merupakan penelitian prospektif, deskriptif, non eksperimen dan dilakukan dari bulan Maret sampai April 2023 pada populasi sebanyak 3000 lembar dan besar sampel 360 lembar resep dihitung menggunakan rumus Slovin yang terdiri dari 2 jenis yaitu resep jadi dengan sampel 254 lembar rata-rata waktu 19 menit 48 detik dan resep racikan sebanyak 106 lembar resep rata-rata waktu 28 menit 19 detik. Faktor-faktor yang mempengaruhi waktu tunggu adalah Sumber Daya Manusia (SDM), pengalaman bekerja, sarana dan prasarana, jenis resep dan jumlah resep.

Kata Kunci: Waktu tunggu, Pelayanan resep rawat jalan, Farmasi rumah sakit

Referensi: 11 (2000 – 2016)

ABSTRACT

Lintang Indah Purnamsari (01175200024)

ANALYSIS OF WAITING TIME FOR PRESCRIPTION SERVICES FOR OUTPATIENT POLYCLINIC EXEKUTIF AT PRIVATE HOSPITAL X TANGERANG CITY

Thesis, Faculty of Health Sciences (2023)

(xiv + 36 pages; 6 tables; 1 pictures; 2 appendices)

Waiting time for drug prescription services is an illustration of the process of processing prescriptions carried out by pharmacists in preparing drugs according to doctor's requests with predetermined service standards. Patient complaints have increased because pharmaceutical services are slow in preparing drugs and there is no standard service waiting time for finished and concocted drugs at the hospital. The Minimum Service Standard (SPM) of the Minister of Health Number 72 of 2016 requires 30 minutes for finished medicine and 60 minutes for concocted medicine. This research is to estimate the waiting time for prescription and dispensing services at the Outpatient Pharmacy Installation of X Private Hospital, Tangerang City. This research was conducted for one month, from March to April 2023, on a population of 3000 sheets, and the sample size was calculated using the Slovin formula to 360 recipe sheets. This research is a prospective, descriptive, non-experimental study. The random sampling technique for sample recipes consisted of 2 types, namely non-concocted recipes with 254 samples and 106 recipe sheets. The number of prescriptions does not affect the difference in time, but the condition at the time the prescription is received is the cause of the difference in prescription service time. Factors that affect waiting time are the insufficient number of Human Resources (HR), work experience, facilities and infrastructure, the number of drug items and types of prescriptions and the late start of doctor's practice hours.

Keywords: Waiting time, Outpatient prescription service, Hospital pharmacy

References: 11 (2000 – 2016)