

ABSTRAK

Nama : M. Irhas
Program Studi : Farmasi
Judul : Analisis Indikator Mutu Aspek Klinis Pelayanan Kefarmasian di Klinik Insani Periode Oktober – Desember 2019.

Pelayanan kefarmasian merupakan suatu pelayanan langsung yang bertanggung jawab kepada pasien yang berkaitan dengan sediaan farmasi untuk meningkatkan mutu kehidupan pasien. Berbagai upaya untuk memperbaiki kualitas pelayanan mutu klinis dibutuhkan indikator terhadap standar pelayanan. Penelitian ini bertujuan untuk mengevaluasi pelayanan mutu klinis di instalasi farmasi rawat jalan Klinik Insani Kabupaten Bogor Periode Oktober – Desember 2019. Penelitian ini merupakan penelitian non eksperimental observasional menggunakan data prospektif, dengan teknik pengambilan data observasional analitik. Indikator yang diukur: ketersediaan obat terhadap peresepan, waktu penyiapan obat racikan dan non racikan, kesesuaian peresepan terhadap formularium, pelaksanaan informasi obat dan kesalahan pemberian obat. Hasil penelitian menunjukkan ketersediaan obat dalam kategori baik, waktu penyiapan obat racikan dan non racikan mendekati Standar, kesesuaian peresepan terhadap formularium telah sesuai standar, peresepan polifarmasi yang paling banyak terdapat pada kelompok usia dewasa akhir, pelaksanaan informasi obat telah sesuai standar dan kesalahan pemberian obat masih belum mencapai standar dibulan November.

Kata Kunci :

Mutu Pelayanan, Indikator, Waktu tunggu obat

ABSTRACT

Name : M. Irhas
Study Program : Pharmacy
Title : Analysis of Quality Indicators of Clinical Aspects of Pharmaceutical Services in the Human Clinic of the October - December 2019 Period.

Pharmaceutical services is a direct service that is responsible to patients related to pharmaceutical preparations to improve the quality of life of patients. Various efforts to improve the quality of clinical quality services are needed indicators of service standards. This study aims to evaluate clinical quality services in outpatient pharmacy clinics in Bogor District in the period of October - December 2019. This study was a non-experimental observational study using prospective data, with analytic observational data collection techniques. Indicators measured: availability of drugs to prescribing, preparation time for concoction and non-concoction drugs, conformity of prescribing to formulary, implementation of drug information and drug administration errors. The results showed the availability of drugs in both categories, preparation time for concoction and non-concoction drugs was approaching Standard, prescribing conformity to formulary has been according to standard, polypharmacy prescribing is most prevalent in the late adult age group, the implementation of drug information has been in accordance with the standard and drug administration errors have not reached the standard in November.

Keywords :

Service Quality, Indicators, Drug waiting times