

ABSTRAK

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Program Studi : Farmasi
Judul : Gambaran Kinerja Instalasi Farmasi Rawat Jalan Rumah Sakit
Kartini Rangkasbitung Berdasarkan Ketepatan Waktu Tunggu
Pelayanan Resep dan Kesalahan Pemberian Obat Pasien Bpjs
Tahun 2021

Pelayanan kefarmasi adalah salah satu jenis pelayanan rumah sakit yang minimal wajib disediakan oleh rumah sakit dan tidak dapat dipisahkan dari sistem pelayanan kesehatan rumah sakit yang berorientasi kepada pelayanan pasien. Berdasarkan hasil penelitian yang ada menyatakan bahwa adanya pengaruh kinerja petugas farmasi rawat jalan di RS terhadap kualitas pelayanan kefarmasian, maka dari itu kualitas kinerja pelayanan instalasi farmasi rumah sakit merupakan penelitian yang sangat penting dan perlu diperhatikan dalam bidang kesehatan untuk memaksimalkan pelayanan yang bermutu. Penilaian kinerja instansi adalah proses atau sistem penilaian mengenai pelaksanaan kemampuan kerja suatu instansi (organisasi) berdasarkan standar tertentu. Penelitian dilakukan untuk Mengetahui bagaimana gambaran kinerja pelayanan kefarmasian berdasarkan waktu tunggu pelayanan resep dan kejadian kesalahan pemberian obat pasien BPJS di Instalasi Farmasi Rumah Sakit. Penelitian ini merupakan penelitian non eksperimental (Observasional) dengan rancangan analisis yang digunakan metode *deskriptif kuantitatif*, dan didapatkan hasil gambaran kinerja instalasi farmasi RS. Kartini Rangasbitung sudah sangatlah baik apabila ditinjau dari pencapaian standar minimal terhadap waktu tunggu pelayanan resep dengan hasil resep racikan 24.31 menit dan non racikan 12 menit dan tidak adanya kejadian kesalahan pemberian obat sebesar 100%, seluruh kegiatan tersebut telah memenuhi standarisasi yang berlaku menurut keputusan Menteri Kesehatan No 129/Men/Kes/SK/II/2008 tentang standar pelayanan minimal rumah sakit.

Kata kunci : Kinerja, Waktu Tunggu Pelayanan Resep, Kesalahan Pemberian Obat.

ABSTRACT

Name : Dea Maulidi Saputri

Study Program : Farmasi

Title : Performance Overview of Rs. Kartini Rangkasbitung
Outpatient Pharmacy Installation on the Accuracy of Waiting
Time for Prescription Services and Errors in Giving Drugs to
Bpjs Patients in 2021

Pharmacy services are one type of hospital service which at least must be provided by the hospital and cannot be separated from the hospital health care system which is oriented to patient care. Based on the results of existing research states the influence of the performance of outpatient pharmacy officers in hospitals on the quality of pharmaceutical services, so therefore The quality of service performance of hospital pharmacy installations is a very important study and need to be considered in the health sector to maximize quality services. Agency performance appraisal is a process or assessment system regarding the implementation of the work ability of an agency (organization) based on certain standards. The study was conducted to find out how the description of the performance of pharmaceutical services based on waiting times for prescription services and the incidence of medication errors for BPJS patients in the Hospital Pharmacy Installation. This research is a non-experimental research (Observational) with the analysis design used quantitative descriptive method, and get the result description of hospital pharmacy installation performance. Kartini Rangasbitung has been very good in terms of achieving the minimum standard of waiting time for prescription services with results 24.31 minute concoction recipe and 12 minute non-concoction and the absence of errors in drug administration by 100%, all of these activities have met the applicable standards according to the decision of the Minister of Health No 129/Men/Kes/SK/II/2008 about the hospital's minimum service standards.

Keywords : Performance, Waiting Time For Prescription Services, Medication Errors.