

Kepuasan *Health Provider* terhadap penerapan Manajemen Obat di RS Swasta di Yogyakarta

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A B S T R A K

Latar Belakang: Rumah sakit sebagai sarana pelayanan kesehatan memiliki fungsi penyelenggaraan pelayanan pengobatan dan pemulihan kesehatan, dan berkewajiban membuat, melaksanakan, dan menjaga standar mutu pelayanan. Instalasi Farmasi merupakan bagian penting di rumah sakit mempunyai tugas menyediakan obat untuk terapi yang optimal bagi semua penderita dan menjamin pelayanan bermutu tinggi sesuai standar Manajemen dan Penggunaan Obat (MPO) .

Rumah Sakit swasta Yogyakarta telah melakukan pelayanan farmasi berbasis standar MPO. Implementasi pada tujuh sasaran Manajemen dan Penggunaan Obat (MPO) berkaitan erat dengan keberhasilan pelayanan Instalasi farmasi, dimana pengaruhnya akan berdampak pada kepuasan para pemberi pelayanan kesehatan (*Health Provider*). Penelitian ini bertujuan untuk mengetahui dan menganalisis kepuasan *health provider* terhadap penerapan Manajemen dan Penggunaan Obat (MPO) dalam sistem organisasi dan *staffing*, seleksi dan pengadaan, penyimpanan, pemesanan dan pencatatan, persiapan dan penyaluran, pemberian, pemantauan di RS swasta Yogyakarta.

Metode: Jenis penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Responden adalah tenaga kesehatan (*Health Provider*) yang bekerja di RS swasta Yogyakarta. Teknik pengambilan data melalui observasi, wawancara, dan studi dokumentasi. Analisis data menggunakan *content analysis* dengan model analisis interaktif.

Hasil dan Pembahasan:

Kepuasan *Health Provider* berdasarkan Variasi Pekerjaan, dari enam jenis standar pelayanan farmasi yang menunjukkan variasi pekerjaan yaitu pelayanan supervisi, metode penyimpanan, teknik alfabetis, telaah resep, teknik steril dan system penyaluran, nilai kepuasan menunjukkan 16,66 % dengan kategori tidak puas.

Kepuasan *Health Provider* berdasarkan jati diri, dari ketiga unsur jati diri hanya dua jenis pelayanan yang menyebabkan kepuasan yaitu pada teknik alfabetis dan pencegahan KTD dengan nilai kepuasan 66,66% dan satu unsur penyimpanan belum merasakan puas

Kepuasan *Health Provider* berdasarkan Tugas Penting, dari ke empat unsur menunjukkan semua *health provider* 100% menyatakan puas, dimana pada telaah resep dokter merasakan lebih aman bila dilakukan telaah lanjutan oleh

farmasi karena akan menjaga keselamatan pasien. Status symbol sebagaimana dalam penelitian ini perawat menjalankan kewenangan pemberian tidak terbebani karena secara simbolis hal ini akan menunjang kerja perawat.

Kepuasan *Health Provider* berdasarkan Otonomi, dari sembilan unsur ada enam unsur pengambilan keputusan, peran dalam formularium, kewenangan pemberian obat, telaah ketepatan obat, rekonsiliasi obat, dan pelayanan informasi obat (PIO) menyatakan puas dengan nilai 66,66%. Sedangkan tiga unsur supervisi, teknik steril, penyaluran obat dirasakan *health provider* tidak puas.

Kepuasan *Health Provider* berdasarkan Umpan Balik, dari empat unsur Umpan balik yaitu kebijakan penulisan resep, atasan membantu dalam ketentuan dalam masalah penulisan resep, rekonsiliasi obat, dan pelayanan informasi obat (PIO) terdapat tiga unsur memuaskan *health provider* sebesar 75% dan yang tidak memuaskan adalah pelaksanaan kebijakan penulisan resep.

Kesimpulan dan Saran:

Sebagian besar *Health Provider* menyatakan puas terhadap penerapan Manajemen dan Penggunaan Obat di RS swasta Yogyakarta dengan nilai sebesar 66,99%. Namun dalam pelaksanaan pelayanan farmasi masih diperlukan pemantauan dalam penulisan resep, serta pemenuhan SDM farmasi, dan sarana gudang farmasi.

Kata kunci: Kepuasan *Health Provider*, Manajemen dan Penggunaan Obat di Rumah Sakit.

The Health Provider Satisfaction in The Application of Drug Management in Private Hospital in Yogyakarta

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ABSTRACT

Background: Hospital as a health service medium has function as medicinal treatment service organization and recovery health and duty to create, do, and take care the service quality standard. Pharmacy Installation is the important part in the hospital that has duty provide drug to optimal therapy for the medical patient and ensure the high quality service is suitable with the Management Standard and Drug Use (MPO).

Private hospital Yogyakarta hospital has done to give pharmacy service based on the standard (MPO). The implementation of seven targets of Management and Drug Use (MPO) be related to the Pharmacy Installation service success which in the effect will be impacted to the satisfaction of the Health Provider. The research conducted to know and analyze the satisfaction of the health provider in the application of Management and Drug Use (MPO) in organization and staffing system, selection and supply, storage, order and entry, preparation and distribution, giving, supervision in Yogyakarta private Hospital.

Research Methodology: The type of the research was qualitative by case study method. The respondents were health providers in Yogyakarta private hospital. The data were getting from observation, interview, and documentation study. The data analysis were using content analysis by analysis interactive model.

Finding and Discussion

Health Provider Satisfaction based on Work Variation, from the six types of pharmaceutical service standards showed the variation of work that was supervision service, storage method, alphabetical technique, prescription study, sterile technique and distribution system, satisfaction value showed 16,66% with dissatisfied category.

Satisfaction Health Provider based on identity, from the three elements of identity were only two types of services that cause satisfaction that was in alphabetic techniques and prevention of KTD with 66.66% satisfaction value and one element of storage had not felt satisfied

Health Provider Satisfaction was based on Important Duties, from the four elements indicated that all health providers were 100% satisfied, which in the prescribed physician's study felt safer if further study by pharmacy was done because it will keep the patient safe. Status symbol as in this study nurses hold the authority of unencumbered because it symbolically this will support the work of nurses.

Satisfaction of Health Provider based on Autonomy, from nine elements there were six decision-making elements, role in formulary, drug distribution, drug accuracy, drug reconciliation, and information service on (PIO) was satisfied with value 66,66%. While the three elements of supervision, sterile techniques, drug distribution perceived health providers were not satisfied.

Health Provider Satisfaction based on Feedback, from four elements Feedback was prescription writing policy, superiors help in terms of prescription writing, drug reconciliation, and drug information service (PIO) there are three elements of health provider satisfactory 75% and unsatisfactory was implementation of prescription writing policy.

Conclusion and Suggestion: Most of health provide (66,99 %) stated that they are satisfied in the application of management and drug use in Yogyakarta private hospital but in the pharmacy service, it still needs checking in prescription making and pharmacy human resourcer and pharmacy warehouse medium.

Keywords: Satisfaction Health Provider, Drug Management Use in Hospital