



UNIVERSITAS ANDALAS

**ANALISIS PENYEBAB LAMANYA WAKTU TUNGGU
PELAYANAN RESEP OBAT PASIEN RAWAT
JALAN DI INSTALASI FARMASI
RSUD dr. RASIDIN PADANG
TAHUN 2024**



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xii + 135 halaman, 18 tabel, 2 gambar, 9 lampiran

ABSTRAK

Tujuan Penelitian

Waktu tunggu pelayanan resep obat di instalasi farmasi RSUD dr.Rasidin Padang belum mencapai target SPM RS yaitu obat jadi ≤ 30 menit dan obat racik ≤ 60 menit. Tujuan penelitian menganalisis penyebab lamanya waktu tunggu pelayanan resep obat pasien rawat jalan di instalasi farmasi RSUD dr. Rasidin Padang Tahun 2024.

Metode

Penelitian kualitatif desain *case study* pada bulan Juni-Juli 2024. Penelitian menggunakan metode wawancara mendalam, observasi, dan telaah dokumen. Jumlah informan 7 orang dengan teknik *purposive sampling*. Analisa data dengan reduksi data, penyajian data, dan verifikasi. Validasi data menggunakan teknik analisis triangulasi sumber dan triangulasi metode.

Hasil

Lamanya waktu tunggu pelayanan resep di instalasi farmasi disebabkan karena kinerja tenaga farmasi belum efektif, belum rutin dan merata pelatihan tenaga farmasi, ketidaksesuaian resep dengan formularium RS, sarana dan prasarana belum memadai, terjadinya kekosongan obat dan obat tidak langsung diserahkan kepada pasien.

Kesimpulan

Waktu tunggu pelayanan resep obat di instalasi farmasi rawat jalan RSUD dr.Rasidin Padang belum memenuhi SPM RS, rata-rata waktu tunggu obat jadi 2 jam 6 menit 1 detik dan obat racik 2 jam 40 menit 9 detik. Sebaiknya tenaga farmasi meningkatkan kualitas kinerja, penambahan dan pemeliharaan sarana prasarana, pembaharuan SOP, melakukan kerja sama dengan *supplier* obat yang berkualitas.

Daftar Pustaka : 69 (2007-2024)

Kata Kunci : Waktu Tunggu,Farmasi,Pelayanan Resep,SPM, Rumah Sakit

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**ANALYSIS OF THE CAUSES OF LONG WAITING TIME FOR
OUTPATIENT PATIENT PRESCRIPTION SERVICES AT THE
PHARMACY INSTALLATION OF RSUD dr. RASIDIN PADANG IN 2024**

xii + 135 pages, 18 tables, 2 pictures, 9 appendices

ABSTRACT

Objective

The waiting time for prescription drug services at the pharmacy installation of RSUD dr. Rasidin Padang has not reached the target of the hospital's SPM, namely finished drugs ≤ 30 minutes and compounded drugs ≤ 60 minutes. The purpose of the study was to analyze the causes of the long waiting time for outpatient prescription drug services at the pharmacy installation of RSUD dr. Rasidin Padang in 2024.

Method

Qualitative research with case study design in June-July 2024. The study used in-depth interview methods, observation, and document review. The number of informants was 7 people determined by informants using purposive sampling techniques. Data analysis with data reduction, data presentation, and verification. Data validation used source and method triangulation analysis techniques.

Results

The long waiting time for prescription services at pharmacy installations is caused by the performance of pharmacy staff not being effective, training of pharmacy staff not being routine and even, prescriptions not being in accordance with the hospital formulary, inadequate facilities and infrastructure, drug shortages and drugs not being directly given to patients.

Conclusion

The waiting time for prescription drug services at the outpatient pharmacy installation of RSUD dr. Rasidin Padang has not met the Hospital's SPM, the average waiting time for finished drugs is 2 hours 6 minutes 1 second and for compounded drugs is 2 hours 40 minutes 9 seconds. Pharmacy personnel should improve the quality of their performance, add and maintain facilities and infrastructure, renew SOPs, and collaborate with quality drug suppliers.

References : 69 (2007-2024)

Keyword : Waiting Time, Pharmacy, Prescription Service, SPM, Hospital