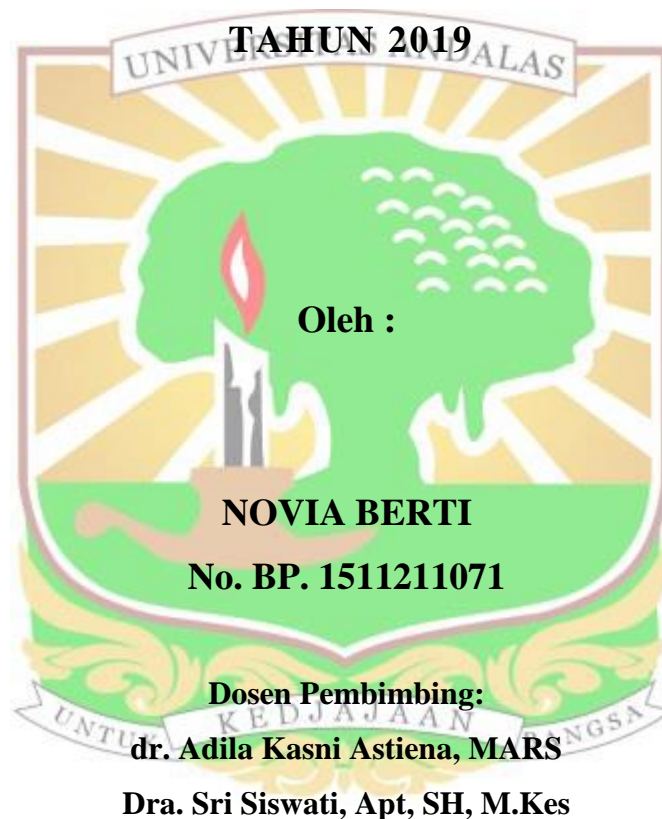




UNIVERSITAS ANDALAS

**ANALISIS WAKTU TUNGGU PELAYANAN OBAT
DI INSTALASI FARMASI RSUD DR. RASIDIN PADANG**



**FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS ANDALAS
PADANG, 2019**

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Skripsi, Juli 2019

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**ANALISIS WAKTU TUNGGU PELAYANAN OBAT DI INSTALASI FARMASI
RSUD DR.RASIDIN PADANG TAHUN 2019**

ix + 76 halaman, 15 tabel, 2 gambar, 9 lampiran

ABSTRAK

Tujuan Penelitian

Instalasi Farmasi RSUD dr. Rasidin Padang mengalami waktu tunggu yang lama atau belum memenuhi SPM Farmasi. Tujuan penelitian ini adalah untuk menganalisis dan mengetahui penyebab lamanya waktu tunggu pelayanan obat di Instalasi Farmasi RSUD dr.Rasidin Padang tahun 2019.

Metode

Penelitian ini menggunakan metode *mix method* dengan model *Sequential Explanatory* pada bulan Februari-Juni 2019. Penelitian kuantitatif menghitung *gap* waktu tunggu pada 73 sampel obat jadi dan 37 sampel obat racik. Data dianalisis untuk mendapatkan distribusi frekuensi waktu tunggu obat jadi dan obat racik. Penelitian kualitatif dilakukan kepada 4 orang informan yaitu, kepala seksi penunjang medis, kepala instalasi farmasi, apoteker penanggung jawab, dan tenaga teknis kefarmasian. Penentuan informan dilakukan secara *purposive sampling*. Pengumpulan data dilakukan dengan wawancara mendalam, observasi, dan telaah dokumen. Analisis data dilakukan dengan cara triangulasi sumber dan triangulasi metode.

Hasil

Hasil penelitian menunjukkan frekuensi rata-rata waktu tunggu pelayanan obat adalah 1 jam 10 menit untuk obat jadi dan 2 jam 2 menit untuk obat racik. Adapun faktor penyebab lamanya waktu tunggu tersebut yaitu, kurangnya tenaga teknis kefarmasian, standar prosedur yang belum dipahami oleh petugas karena belum disosialisasikan dengan baik, kurangnya sarana prasarana, kedisiplinan petugas, dan jam *visite* dokter spesialis yang mengakibatkan penumpukan resep di satu waktu.

Kesimpulan

Waktu tunggu pelayanan obat di instalasi farmasi masih tergolong lama atau belum memenuhi SPM Farmasi yang disebabkan oleh dua akar masalah yaitu jumlah resep dan SDM.

Daftar Pustaka : 38 (2008-2018)

Kata Kunci : Instalasi Farmasi, Obat Jadi, Obat Racik, Waktu Tunggu

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**ANALYSIS OF WAITING TIME MEDICINE SERVICE IN INSTALLATION
PHARMACY IN DR.RASIDIN HOSPITAL PADANG 2019**

ix + 76 pages, 15 tables, 2 pictures, 9 attachments

ABSTRACT

Objectives

Instalation Pharmacy of dr. Rasidin Hospital Padang experienced long waiting times therefore it had a negative response from the patient and was the highest complaint to the level of customer satisfaction. The purpose of this study was to analyze and determine the causes of long waiting times in the medicine services dr.Rasidin Padang Hospital Pharmacy in 2019.

Method

This study used mixed methods with Sequential Explanatory models in February to June 2019. The quantitative research gap by calculating the waiting time on 73 medicine samples and 37 compounding medicine samples. Data were analyzed to obtain the frequency waiting time distribution of medicine and compounding medicine. Qualitative research conducted to four informants, namely, the head of the medical support section, the head of the pharmacy installation, the responsible pharmacist, and the pharmacy technical staff, the determination of informants used the purposive sampling. Data was collected by in-depth interview, observation and document review. Data analysis was performed by triangulation of sources and triangulation methods.

Result

The results showed the average waiting time of medicine service was 1 hour 10 minutes, while the average waiting time of compounding medicine services was 2 hours 2 minutes. Whereas the causes, namely, pharmaceutical technical personnel were still lacking, a standard procedure that was not understood by the staffs for not socialized properly, lack of infrastructure facilities provided by the hospital, officer indiscipline, the time visite of specialist doctor that resulted in the stacking recipe at that time.

Conclusion

The waiting time medicine services in Pharmacy was still quite a long time or did not meet Pharmaceutical SPM due to two root causes, namely the number of prescriptions and HRD.

References : 38 (2008-2018)

Keywords : Pharmacy, Medicine, Compounding Medicine, Waiting Time