

EVALUASI DAN PERBANDINGAN WAKTU TUNGGU PELAYANAN RESEP RACIKAN DAN NON RACIKAN (OBAT JADI) DI INSTALASI FARMASI RUMAH SAKIT PURIASIH KARAWANG PADA TAHUN 2023 DAN 2024

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ABSTRACT

Pelayanan kefarmasian yang cepat dan efisien merupakan indikator penting dalam kualitas layanan rumah sakit. Penelitian ini bertujuan untuk menganalisis waktu tunggu pelayanan resep racikan dan nonracikan di Instalasi Farmasi RS Puri Asih Karawang serta mengevaluasi kesesuaiannya dengan Standar Pelayanan Minimal (SPM) yang ditetapkan Kementerian Kesehatan. Penelitian menggunakan metode kuantitatif deskriptif berdasarkan data sekunder dari SIMRS pada periode 2023 dan 2024, dengan sampel masing-masing 100 resep untuk resep racikan dan non racikan pertahun yang dipilih secara acak. Hasil menunjukkan penurunan rata-rata waktu tunggu resep nonracikan dari 52.40 menit (2023) menjadi 27.25 menit (2024), dan racikan dari 54.5 menit menjadi 27.85 menit. Tren bulanan tahun 2024 menunjukkan waktu tunggu stabil di bawah 30 menit sejak April. Hasil ini menandakan peningkatan signifikan dalam efisiensi pelayanan dan pencapaian SPM. Penelitian ini menyarankan pemantauan berkala dan perhatian terhadap pengelolaan resep racikan untuk menjaga kualitas layanan. Peningkatan efisiensi ini diharapkan dapat berkontribusi terhadap kepuasan pasien dan reputasi rumah sakit.

Kata kunci: Waktu tunggu, resep racikan, resep nonracikan, pelayanan farmasi, Standar Pelayanan Minimal (SPM), kepuasan pasien, efisiensi layanan.

***EVALUATION AND COMPARISON OF WAITING TIMES FOR
COMPOUNDED AND NON-COMPOUNDED (READY-TO-USE)
PRESCRIPTIONS AT THE PHARMACY INSTALLATION OF PURIASIH
HOSPITAL KARAWANG IN 2023 AND 2024***

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ABSTRACT

Fast and efficient pharmaceutical services are important indicators of hospital service quality. This study aims to analyze the waiting time for compounded and non-compounded prescriptions at the Pharmacy Installation of Puri Asih Hospital Karawang and to evaluate its compliance with the Minimum Service Standards (MSS) set by the Ministry of Health. The study used a descriptive quantitative method based on secondary data from the Hospital Management Information System (SIMRS) during the 2023 and 2024 periods, with a sample of 100 compounded and 100 non-compounded prescriptions per year, selected randomly. The results showed a decrease in the average waiting time for non-compounded prescriptions from 52.40 minutes (2023) to 27.25 minutes (2024), and for compounded prescriptions from 54.5 minutes to 27.85 minutes. The monthly trend in 2024 showed stable waiting times below 30 minutes starting in April. These findings indicate a significant improvement in service efficiency and the achievement of MSS. This study recommends regular monitoring and attention to the management of compounded prescriptions to maintain service quality. This improvement in efficiency is expected to contribute to patient satisfaction and the hospital's reputation.

Keywords: Waiting time, compounded prescriptions, non-compounded prescriptions, pharmaceutical services, Minimum Service Standards (MSS), patient satisfaction, service efficiency.