

INTISARI

Penggunaan obat dikatakan rasional apabila pasien mendapatkan obat yang sesuai dengan kebutuhan klinis, sesuai dosis dan durasi pemberian, serta biaya yang dikeluarkan untuk obat tersebut terbilang rendah bagi pasien dan komunitasnya. Penggunaan obat yang rasional terdapat pada indikator WHO 1993. Indikator WHO 1993 menjadi acuan standar penggunaan obat pada pelayanan kesehatan yang terbagi menjadi indikator persepan, indikator pelayanan pasien dan indikator fasilitas kesehatan. Penelitian ini bertujuan untuk mengetahui kesesuaian penggunaan obat di RSUD Panembahan Senopati Bantul dengan indikator persepan menurut WHO 1993 dan mengetahui tingkat kepuasan pasien rawat jalan pada pelayanan di Instalasi Farmasi RSUD Panembahan Senopati Bantul.

Penelitian ini merupakan penelitian deskriptif non eksperimental. Pengambilan data dilakukan secara retrospektif yaitu mengumpulkan data resep pasien rawat jalan periode September 2016 – November 2016 dan memberikan kuesioner kepada pasien. Metode pengambilan sampel menggunakan metode *sistem random sampling*. Analisis data dilakukan berdasarkan persentase setiap indikator persepan yang dibandingkan dengan standar WHO 1993 dan analisis kuesioner dengan 21 pertanyaan diukur melalui 5 aspek kualitas pelayanan.

Hasil penelitian menunjukkan bahwa kesesuaian penggunaan obat dengan indikator persepan menurut WHO 1993 adalah rata-rata jumlah item obat per lembar resep sebanyak 2,63 *item* obat, persentase obat generik sebanyak 79,58%, persentase persepan antibiotik sebanyak 30,33%, persentase sediaan injeksi sebanyak 1,33%, persentase kesesuaian formularium adalah 92,20% dan tingkat kepuasan pasien dengan persentase 3% menyatakan sangat puas, 24% menyatakan puas, 58% menyatakan cukup puas, 14% menyatakan kurang puas, dan 1% menyatakan tidak puas. Berdasarkan hasil penelitian, indikator persepan belum memenuhi standar WHO 1993 dan masih ada pasien yang belum puas dengan pelayanan yang diberikan Instalasi Farmasi Rawat Jalan RSUD Panembahan Senopati Bantul dengan ditinjau dari 5 aspek mutu pelayanan, persentase terbesar menyatakan cukup puas dengan nilai aspek kualitas pelayanan diurutkan dari yang paling tinggi adalah bukti fisik, kehandalan, daya tanggap, jaminan dan empati.

Kata kunci : indikator persepan, kepuasan pasien, RSUD Panembahan Senopati Bantul

ABSTRACT

The use of medicine was considered as rational step if the patients received a medicine which was suitable to the requirements, appropriate dosage, suitable duration, and cost to pay the medicine. The use of rational medicine was available in WHO'S indicator in 1993. WHO indicator in 1993 became a standard to use medicine in medic in which the indicator was separated to be prescribing indicator, treatment indicator, and medical facility indicator. This research aimed to reveal the use of medicine in RSUD Panembahan Senopati Bantul with prescribing indicator based on WHO 1993, and to reveal the level of patient satisfaction in pharmacy installation RSUD Panembahan Senopati Bantul.

This research was descriptive research non-experiment. The data was taken by using retrospective which meant the prescription of patient in September 2016-November 2016 was collected, and to the researcher also distributed a questioner to the patients. The method of this research to take the sample was random sampling system. To analysis the data, this research took the percentage every prescription which was compared with the standard of WHO 2013. To analyze the questioners with 21 questions were checked by using 5 aspects of service quality.

This research showed that the similarity of medicine with prescription indicator based on WHO 1993 was the average of medicine each prescription which was as much as 2,63 items. The percentage of generic medicine was 79,58%, percentage of antibiotic prescription was 30,33%, percentage of injection was 1,33%, percentage of formulation was 92,20%, and the level of patient satisfaction was 3% which revealed that they were very satisfied, 24% satisfied, 58% satisfied enough, 14% less satisfied, 1% not satisfied. According to the research, the indicator of prescription was not enough to fulfill the standard of WHO 1993 yet, and there were some patients who still felt not satisfied given by the pharmacy installation in RSUD Panembahan Senopati Bantul based on 5 aspects of service quality, the largest percentage stated quite satisfied with the value of service quality aspects sorted from the highest are tangible, reliability, responsiveness, assurance and empathy.

Keywords: Prescription Indicator, Patient satisfaction, RSUD Panembahan Senopati Bantul