



THE EVALUATION OF IEC SERVICES BY PHARMACISTS ON THE LEVEL OF UNDERSTANDING ABOUT DRUGS OF OUTPATIENT

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Background

IEC (Information, Education, and Communication) Services, is a pharmaceutical service performed by pharmacists, when giving medicine to patients. Getting better and precise in providing IEC services to patients, the more it gives a sense of security and optimizes the expected therapeutic effects. Panembahan Senopati Bantul Hospital is one type B hospital that has 9 pharmacist. Panembahan Senopati Hospital is a referral hospital that has a large number of patients every day.

Purposes

- ✓ Knowing and assessing the suitability of IEC services provided by pharmacists to outpatients at Panembahan Senopati Bantul Hospital with pharmacy service standards at dispensary
- ✓ Knowing the level of understanding of patients about medicine after being given IEC services
- ✓ Knowing whether there is a relationship between IEC services that have been given toward the level of understanding of outpatients about medicine

Methods

Non-experimental research design, with analytical descriptive method by cross-sectional

The study was conducted at the Pharmacy Installation of Panembahan Senopati Bantul Hospital (Dispensary for outpatients)

100 respondents (outpatients)

Questionnaire and checklist

Result

The results of this research are:

Table 4. Table Frequency Characteristics of Research Subjects

No	Characteristics	Category	Frequency	Percentage
1	Based Sex	Male	60	60%
		Female	40	40%
2	Based Age	Between 15-21 Years	4	4%
		Between 26-45 Years	20	20%
		Between 46-65 Years	68	68%
		More than 65 Years	8	8%
		Not graduating from elementary school	2	2%
		Primary education (SD/MI/SM/MTs)	33	33%
3	Based on Education Level	Middle education (SMA/MA/SMK)	41	41%
		Higher education (Diploma, Sertjana, Magister, Doktor)	24	24%

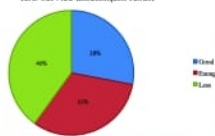
Table 5. Percentage Based on Questionnaire Results

No.	IEC Service Evaluation Questionnaire at Outpatient Pharmacy Installation (Dispensary)	Yes %	No %
2	Matching patient identity	97%	3%
3	Clear in communicating	96%	4%
4	Delivering medicine names	83%	17%
5	Information on medicine use / indication	92%	8%
6	Regulatory information using medicine	100%	0%
7	Information about using medicine	100%	0%
8	Information about how to store medicine	34%	66%
9	Information about medicine side effects	24%	76%
10	Information about duration of medicine use	67%	33%
11	Education about medicine interactions with other foods / other medicine	24%	76%
12	Provide opportunities to patients for ask	57%	43%
13	Conveying hope from drug	53%	49%

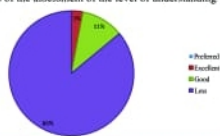
Table 6. Percentage Based on Checklist Results

No.	Checklist Level of understanding of outpatients	Yes %	No %
1	Delivering medicine names	37%	63%
2	Explain drug indications	83%	17%
3	Explain rules for use	99%	1%
4	Explain how to use medication	98%	2%
5	Explain how to store medicine	8%	92%
6	Explain about medicine side effects	4%	96%
7	Explaining the length of use of medicine	37%	63%
8	Explain the interactions of medicine with other foods / other medicine	5%	95%

IEC service assessment result



Results of the assessment of the level of understanding



The results of the Sig value are obtained at the Pearson product moment <math><0.05</math>, which is 0.002 and Pearson correlation value obtained in this test is 0.305

Conclusion

The result of assessment of service of IEC RSUD Panembahan Senopati Bantul, declared less (40%). The results of the assessment of the outpatient's level of understanding about the medicine declared less (86%). Pearson product moment correlation test results obtained a significant value of 0.000 and Pearson correlation value of 0.305, states that the service IEC by pharmacist positively related to the level of understanding of patients with the level of closeness correlation weak relationship.

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