

EVALUASI PELAYANAN OBAT PADA PASIEN PROLANIS DAN PROGRAM RUJUK BALIK (PRB) BERDASARKAN INDIKATOR WHO DI APOTEK KELUARGA SEMBADA

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INTISARI

Latar Belakang: Prolanis dan PRB merupakan program lanjutan pasien penyakit kronis dan diselenggarakan oleh BPJS. Apotek dan Apoteker berperan penting dalam pencegahan dan penanganan penyakit kronis. Tidak hanya menyediakan obat untuk program rujukan, tetapi juga memberikan informasi tentang obat yang diterima. Serta diperlukan pelayanan yang sesuai dengan standar pelayanan obat menurut indikator WHO, agar dapat meningkatkan derajat kesehatan masyarakat.

Tujuan: Mengevaluasi pelayanan obat terhadap pasien Prolanis dan PRB berdasarkan indikator WHO di Apotek Keluarga Sembada.

Metode: *Observasional* dengan rancangan *cross-sectional*. Pengambilan sampel dengan metode *accidental*, pada bulan Mei-Maret dengan 100 sampel. Data diperoleh dengan observasi dan wawancara kepada pasien dan dianalisis secara deskriptif kuantitatif berdasarkan rumus indikator pelayanan WHO, serta dianalisis statistik dengan uji *chi-square* dan uji *spearman test*.

Hasil: Rata-rata waktu penyerahan obat 38,50 detik, persentase obat terlayani 99,6%, persentase etiket yang memadai 100%, dan sejumlah 56% pasien memiliki pengetahuan yang benar tentang obat. Hasil analisis statistik menunjukkan tidak ada hubungan antara usia, jenis kelamin, pekerjaan dengan tingkat pengetahuan tentang obat dan terdapat hubungan antara tingkat pendidikan dengan tingkat pengetahuan.

Kesimpulan: Indikator pelayanan obat pada pasien Prolanis dan PRB yang memenuhi standar WHO hanya persentase etiket yang memadai. Terdapat hubungan antara pendidikan dengan tingkat pengetahuan pasien tentang obat.

Kata Kunci: Apotek, Pelayanan obat, Prolanis, Program Rujuk Balik (PRB), WHO.

EVALUATION OF DRUG SERVICES IN PROLANIS PATIENTS AND PROGRAM RUJUK BALIK (PRB) BASED ON WHO INDICATORS IN THE SEMBADA FAMILY PHARMACY

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ABSTRACT

Background: Prolanis and PRB are advanced programs for chronic disease patients and are organized by BPJS. Pharmacies and Pharmacists play an important role in the prevention and management of chronic diseases. Not only providing drugs for referral programs, but also providing information about drugs received. As well as necessary services in accordance with drug service standards according to WHO indicators, in order to improve public health status.

Aim: Evaluating drug services for Prolanis and PRB patients based on WHO indicators at the Sembada Family Pharmacy.

Methods: Observational with cross-sectional design. Sampling by accidental method, in May-March with 100 samples. Data were obtained by observation and interviews with patients and analyzed descriptively quantitatively based on the WHO service indicator formula, and statistically analyzed using the chi-square test and the Spearman test.

Results: The average time for drug delivery was 38.50 seconds, the percentage of drugs served was 99.6%, the percentage of adequate labeling was 100%, and 56% of patients had correct knowledge about drugs. The results of the statistical analysis showed that there was no relationship between age, gender, occupation and the level of knowledge about drugs and there was a relationship between the level of education and the level of knowledge.

Conclusion: Medication service indicators for Prolanis and PRB patients who meet WHO standards are only the percentage of adequate labels. There is a relationship between education and the level of patient knowledge about drugs.

Keywords: Drug Service, Pharmacy, Prolanis, Program Rujuk Balik (PRB), WHO.