

EVALUASI PELAYANAN OBAT PADA PASIEN RAWAT JALAN DI PUSKESMAS NGEMMPLAK 2 BERDASARKAN INDIKATOR WHO

Kristina Dewi Pratiwi
Prodi Farmasi

INTISARI

Evaluasi pelayanan obat diperlukan untuk meningkatkan derajat kualitas kesehatan pasien dan meningkatkan pelayanan kesehatan. WHO telah mengembangkan indikator pelayanan obat sebagai tolak ukur evaluasi pelayanan obat. Tujuan penelitian ini yaitu untuk mengetahui evaluasi pelayanan obat berdasarkan Indikator WHO, mengetahui hubungan karakteristik pasien dengan pengetahuan pasien tentang obat yang benar di Puskesmas Ngemplak 2. Penelitian ini merupakan penelitian observasional analitik dengan metode *cross sectional*. Pengambilan sampel secara *systematic sampling*, kemudian data dikumpulkan dengan cara observasi dan wawancara. Data yang diperoleh kemudian dianalisis menggunakan analisis deskriptif, uji *chi square* dan uji *spearman*. Total sampel 130 pasien dengan karakteristik 45% pasien berusia 26-45 tahun, jenis kelamin pasien 73% perempuan, pendidikan pasien 51% SMA, status pernikahan pasien 75% menikah, 98% pasien berasal dari suku Jawa, 41% pasien bekerja sebagai ibu rumah tangga, 68% pasien menggunakan bahasa jawa, 87% pasien tinggal di area desa dan 49% pasien tidak berpendapatan. Hasil penelitian yang diperoleh rata-rata waktu penyerahan obat 63,38 detik \pm SD30,46, persentase obat yang terlayani 99,83%, skor rata-rata obat yang diberi etiket memadai 3,77, persentase pengetahuan pasien tentang obat yang baik 43,03%. Hasil analisis statistik menunjukkan tidak terdapat hubungan antara usia, jenis kelamin, pendidikan, status pernikahan, suku, pekerjaan, area tinggal dan pendapatan dengan pengetahuan pasien tentang obat yang baik.

Kata kunci : Evaluasi Pelayanan Obat, Indikator WHO, Karakteristik pasien, Puskesmas Ngemplak 2.

EVALUATION OF PHARMACY SERVICES FOR OUTPATIENT AT NGEMPLAK 2 PRIMARY HEALTH CARE BASED ON WHO INDICATORS

Kristina Dewi Pratiwi
Department of pharmacy

ABSTRACT

Evaluation of pharmacy services is needed to improve the quality of patient's health and improve health services. WHO has developed indicators of drug care as a benchmark evaluation of pharmacy services. The aim of this study is to determine the evaluation of pharmacy services, to know the relationship between patient characteristics with the knowledge of patients about the correct drug in Puskesmas Ngemplak 2. This research used an observational analytic study with a cross-sectional method. The data collection use systematically sampling. The data collection is done by observation and interview. The data analysis used descriptive analysis, chi-square test, and spearman test. The total sample of 130 patients with characteristics 45% of patients aged 26-45 years, 73% female patients, education patients 51% high school, 75% married patients, 98% of patients come from Javanese, 41% of patients work as housewife, 68 % of patients were using Javanese, 87% of the patients lived in the village area and 49% of the patients did not have income. The result shows that the average dispensing time was 63.38 seconds \pm SD30,46, the percentage of the drug actually dispensed was 99.38%, the average of drug adequately labeled was 3,77, and the percentage of patient's knowledge about the correct drug was 43.03%. The results of statistical analysis showed there was no correlation between age, sex, education, marital status, ethnicity, jobs, residence area and income with patient knowledge about correct drug.

Key words: Evaluation of pharmacy services, WHO indicators, Patient characteristics, Ngemplak 2 Primary Health Care.