

ABSTRAK

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**Analisis Proses Pengendalian Mutu dalam Pelaksanaan Standar Pelayanan Minimal (SPM) di Instalasi Farmasi RS Keluarga Sehat
xvii + 85halaman + 15tabel + 4gambar + 12lampiran**

Indikator pencapaian standar pelayanan minimal (SPM) untuk ketepatan pemberian obat di Instalasi Farmasi RS Keluarga Sehat belum tercapai, bahkan angka kejadian kesalahan pemberian obat dari tahun 2013 sampai dengan 2016 terus meningkat. Tujuan penelitian ini menganalisis proses pengendalian mutu Juran dalam pelaksanaan SPM di Instalasi Farmasi RS Keluarga Sehat yaitu evaluasi kinerja mutu aktual, perbandingan kinerja dengan tujuan dan perbaikan.

Penelitian ini merupakan penelitian kualitatif, dengan subyek penelitian 3 orang petugas farmasi dan 3 orang manajemen pelayanan farmasi. Menggunakan metode pengumpulan data melalui *indepth interview* (wawancara mendalam) dan observasi data laporan kinerja farmasi. Variabel penelitian ini adalah pengendalian mutu yang meliputi evaluasi kinerja mutu aktual, perbandingan kinerja dengan tujuan, perbaikan perbedaan dan pelaksanaan SPM. Analisis data yang digunakan *content analysis* yaitu pengumpulan data, reduksi data, menyajikan data dan menarik kesimpulan.

Hasil penelitian menunjukkan evaluasi kinerja petugas farmasi belum dilaksanakan, karena belum ada indikator penilaian kinerja. Perbandingan hanya dilakukan dengan membandingkan laporan dengan target secara umum, manajer penunjang medis *double job* berakibat belum ada umpan balik ke Instalasi Farmasi, sehingga belum mendukung pelaksanaan SPM. Perbaikan kinerja belum dilaksanakan dan belum ditemukan konsep perbaikannya. Manajemen baru akan berupaya melakukan studi banding, mengikutkan instalasi farmasi ke dalam *Problem Solving for Better Health* (PSBH), mencari penyebab permasalahan dan membuat kebijakan. Upaya tersebut belum didasarkan perbedaan kinerja petugas farmasi dalam pelaksanaan Standar Prosedur Operasional (SPO) yaitu kurangnya konsentrasi petugas farmasi disebabkan ruang pelayanan tidak nyaman.

Rekomendasi penelitian ini ditujukan kepada pihak manajemen RS Keluarga Sehat untuk membuat indikator penilaian kinerja agar dapat melakukan evaluasi kinerja mutu petugas, melakukan perbandingan kinerja dari data laporan bulanan farmasi dengan menganalisa data pencapaian SPM Ketepatan pemberian obat dan memberikan solusi pemecahan masalah sebagai umpan balik laporan guna perbaikan.

Kata kunci : Pengendalian Mutu, Instalasi Farmasi, Standar Pelayanan Minimal

Kepustakaan : 37(1999 – 2014)

ABSTRACT

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**Analysis of Quality Control Process in Implementing the Minimum Service Standard(MSS) at Pharmacy Installation of Healthy Family Hospital
xvii + 85 pages + 15 tables + 4 figures + 12 appendices**

An achievement indicator of a minimum service standard (MSS) particularly for an aspect of accuracy in providing medicines at Pharmacy Installation of Healthy Family Hospital had not been reached. The occurrence of mistake in providing medicines from 2013 to 2016 increased. This study aimed at analysing a process of a quality control in implementing MSS at the Pharmacy Installation of the Healthy Family Hospital namely evaluation of actual quality performance, comparison between performance and goals, and improvement.

This was a qualitative study. Main informants consisted of three pharmacists and three officers of pharmacy service management. Data were collected by conducting indepth interview and observing data of a pharmacy performance report. A research variable was quality control consisted of evaluation of actual quality performance, comparison between performance and goals, and improvement of the differences, and implementation of MSS. Furthermore, data were analysed using a method of content analysis namely data collection, data reduction, data display, and conclusion drawing.

The results of this research showed that evaluation of pharmacist's performance had not been conducted because there was no indicator of performance assessment. In addition, there just compared between a report and a target generally. A manager of a medical support had double jobs in which these jobs caused no feedback for the Pharmacy Installation and had not supported the implementation of MSS. Improvement of the performance had not been undertaken and there had not been founded a method to improve. A new management would conduct a comparative study visit, involve the Pharmacy Installation in a Problem Solving for Better Health (PSBH), identify causes of the problems, and make a policy. These efforts had not been based on the differences of pharmacist's performance in the implementation of Standard Operating Procedure (SOP) namely a lack of concentration of pharmacists due to inconvenient service rooms.

The management of the Health Family Hospital needs to arrange indicators of performance assessment for evaluating the officer's performance. In addition, the hospital management needs to compare performance obtained from a monthly report of pharmacy by analysing data of MSS achievement especially accuracy in providing medicines. The management also needs to provide solution of problem solving as a feedback for improving.

Keywords: Quality Control, Pharmacy Installation, Minimum Service Standard
Bibliography: 37 (1999-2014)