

ABSTRAK

Standar Pelayanan Minimal (SPM) adalah ketentuan tentang jenis dan mutu pelayanan dasar yang merupakan urusan wajib daerah yang berhak diperoleh setiap warga secara minimal. Dengan disusunnya SPM diharapkan dapat membantu pelaksanaan penerapan Standar Pelayanan Minimal di Rumah Sakit (Rikomah, 2017).

Mengetahui implementasi pelaksanaan standar pelayanan minimal (SPM) RS bidang farmasi di instalasi farmasi RSUD Royal Prima. Jenis dan rancangan dalam penelitian ini adalah kualitatif. Populasi dalam penelitian ini adalah sebanyak 5 orang informan

Hasil penelitian menunjukkan bahwa standar pelayanan minimal yang terdiri dari kesalahan pemberian obat, penulisan obat sesuai formularium, kepuasan pasien dan waktu tunggu obat sudah dilakukan di Rumah Sakit Royal Prima .

Berdasarkan hasil penelitian terhadap implementasi pelaksanaan standar pelayanan minimal (SPM) RS bidang farmasi di instalasi farmasi RSUD Royal Prima, maka dapat diambil kesimpulan bahwa standar pelayanan minimal yang terdiri dari kesalahan pemberian obat, penulisan obat sesuai formularium, kepuasan pasien dan waktu tunggu obat sudah dilakukan di Rumah Sakit Royal Prima.

Kata kunci : Standar pelayanan minimal (SPM) RS bidang farmasi, instalasi farmasi

ABSTRACT

Minimum Service Standards (SPM) are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum. With the preparation of SPM, it is hoped that it can help implement the implementation of Minimum Service standards in hospitals (Rikomah, 2017).

Knowing the implementation of minimum service standards (SPM) for the pharmaceutical hospital in the pharmacy installation of Royal Prima Hospital. The type and design in this research is qualitative. The population in this study were 5 informants

The results showed that the minimum service standards consisting of medication errors, writing drugs according to the formulary, patient satisfaction and waiting time for drugs had been carried out at Royal Prima Hospital.

Based on the results of research on the implementation of the implementation of minimum service standards (SPM) for the pharmacy sector at the pharmacy installation of RSU Royal Prima, it can be concluded that the minimum service standards consisting of medication errors, drug writing according to the formulary, patient satisfaction and waiting time for drugs have been carried out. at the Royal Prima Hospital.

Key words : Minimum service standard (SPM) for pharmacy in hospital, pharmacy installation