

Analysis of the Factors Affecting Pharmaceutical Services in Patient Patients at Hospital TK. II dr. Soepraoen Malang

**Dwi Sisworo¹, Koesnadi²,
Sentot Imam²**

¹ Magister of Health Study Program
of STIKes Surya Mitra Husada
Kediri

² Lecturer of Stikes Surya Mitra
Husada Kediri

Email:

stikessuryamitrahusada@gmail.com

ABSTRACT

With the increasing economic status of the community, the ease of communication and increased knowledge as a result of national development in all fields has caused the community to demand health services that are more qualified, friendly and able to meet their needs. The purpose of the study was to analyze the factors that influence pharmacy services in outpatients at TK Hospital. II dr. Soepraoen Malang. The research design used is quantitative research with a cross sectional approach. Instrument data used questionnaire sheets using Logistic Regression. The results of the chi square test analysis between variables affecting the service of pharmacy with service accuracy obtained p-value 0.001 for the variable accuracy, p-value 0,000 for the speed variable and p-value 0.003 for the satisfaction variable, p-value value < 0.05 then H0 is rejected and H1 is accepted, meaning that there is a relationship between pharmacy services with accuracy, speed and satisfaction of services in outpatients at TK Hospital. II Dr. Soepraoen Malang. Based on the results of the Ordinal Regression Test analysis shows that the most influential variable is the variable patient satisfaction with a p-value of 0,000 <0,05, then H0 is rejected and H1 is accepted so it is concluded that there is a significant relationship between Pharmacy Services and Satisfaction in Outpatients in TK Hospital. II Dr. Soepraoen Malang. It is expected that respondents can get the best service from Hospital Pharmacy Installation officers by means of accuracy, speed and patient satisfaction can be interpreted.

Keywords: Pharmacy, speed, accuracy and satisfaction

INTRODUCTION

With the increasing economic status of the community, the ease of communication and increased knowledge as a result of national development in all fields has caused the community to demand health services that are more qualified, friendly and able to meet their needs (Muharomah, 2013).

Social, political and economic changes in the era of globalization are marked by advances in the field of science and technology, especially rapid information, communication and transportation technology. This situation causes the market to be more open, competition becomes increasingly sharp, the customer community is increasingly critical and voter, so the quality of a product and service produced by an organization is very important and determines the survival of the organization, including hospitals (Muninjaya, 2015).

Consumers in an open environment, always get input from the environment, so that they experience rapid changes in both their needs and how to meet the needs of consumers become very decisive and become very choosy, and demand individual treatment (Pudjaningsih, 2016).

To be able to survive and develop, in a rapidly changing and competitive environment, the Hospital must change the paradigm of managing the Hospital towards the point of view, empowering employees and improving service quality. Improving service quality and customer or patient satisfaction is one of the important strategies that cannot be ignored by policy makers at the Hospital. Quality improvement in health services is not only oriented to quality service processes, but also

quality results of health services that are in accordance with the wishes of customers or patients (Suciati, 2016).

In accordance with RI Minister of Health Decree No.983 / Menkes / SK / XI / 1992 concerning General Hospital Organization Guidelines, the hospital must carry out several functions as well as medical services that also function as medical and non-medical support service providers. Medical support services include therapeutic and diagnostic services. Pharmacy services is one of the therapeutic medical support services that cannot be separated from overall hospital services (Ministry of Health, 2015).

Based on the preliminary study, some supporting data were obtained about the development of outpatient unit patients and IFRS Hospital Unit III Dr. dr .eepooen. From the evaluation of medical record unit report data, the number of outpatient visits fluctuated in the past five years, consisting of patients in 2012 general polyclinic with 6,448 visits while in 2017 there were 12,455 visits, specialist polyclinics and dental polyclinics in 2012 with 1,857 visits while 2017 amounted to 2,230 visits, where every time a diagnosis was made a doctor was always prescribed (TK.II Hospital Medical Record Dr. Soepraoen, 2017).

New types of outpatients and treatment with personal funds, in the past 4 years an average of 67% where in 2014 the number of new patient visits amounted to 6,719 visits while the number of old patient visits amounted to 4,480 visits, whereas in 2017 the number of new patient visits a total of 9,112 visits while old patients numbered 3,370 visits. means that new outpatients are more than the old patients (TK.II Hospital Medical Record Dr. Soepraoen, 2017).

And most patients use the out of pocket system in financing their health care. Patients with personal costs in 2014 who used personal costs amounted to 11,199 (87.95%) while those using health insurance amounted to 1,534 (12.05%), in 2017 which used personal costs of 12,482 (85.00%) while those using health insurance were a number of 2,203 (15.00%) (Medical Record TK.II Hospital Dr. Soepraoen, 2017).

Hospital Pharmacy Installation (IFRS) is the only unit in a hospital that holds pharmaceutical goods, manages and distributes them to patients, is responsible for all pharmaceutical items circulating in the hospital, and is responsible for procuring and presenting drug information ready use for all parties in the hospital (Rakhmisari, 2016).

Today businesses in the pharmaceutical sector have two profiles, namely as professional institutions and drug trafficking entrepreneurs. Social awareness based on humanity plays an important role, but it does not mean trying this pharmacy to be based solely on social motives. It is natural that pharmaceutical business expects profits, according to what is said not only necessary profit but it is also the heart of the system. Although pharmaceutical installation is a business that aims to earn profits, excessive commercialization needs to be avoided (Rakhmisari, 2016).

Increased indications of increased profits and improved service quality. Entry that is donated by the pharmacy installation section for hospitals is very useful for the operational costs of health services in hospitals, but on the contrary the drug purchase budget also costs a considerable amount of money compared to the overall operational costs of the hospital, because it requires financial readiness and maturity. management to increase profits in the pharmaceutical field from all aspects including by improving the quality of pharmaceutical services. Increasing the patient's perception of the quality of IFRS services will have a positive impact on efforts to increase profit and service in IFRS (Wongkar, 2015).

The policy for procurement of medicines and price conditions was determined by the Procurement Committee for Second Class Hospital Dr. Soepraoen Obat consisting of representatives of the pharmacy committee and terafi, Pharmacy Installation, Deputy Director of Finance and Deputy Director of Medical Services (Wijono, 2014).

Planning for pharmaceutical types of drugs is carried out by a Pharmacy Installation at the end of each year. The planning of pharmaceutical supplies in the form of consumables and medical devices is carried out by the Pharmacy Installation department in collaboration with the logistics department (Pillay, 2014).

Procurement of Pharmacy Supplies uses a tender and non-tender method, where for direct tenders managed by IFRS in collaboration with the Drug Procurement Committee of 6 TK.II Hospitals, Dr. Soepraoen, where in each Hospital a Goods Acceptance Committee was also formed. Whereas non-tender Pharmaceutical Procurement is a direct purchase method, covering routine procurement with daily purchases or adjusting if there are special offers, and non-routine (incidental) procurement related to the purchase of drugs that are not in the formulary but prescribed by a doctor to a partner pharmacy, PBF, or another hospital. Purchasing the required items is done by making a direct order letter directly to the main distributor of the desired product (Management of RS Soepraoen, 2017).

The drug distribution process from IFRS warehouses is then distributed to IFRS pharmacies for outpatients and emergency patients, to pharmacy satellites inpatient care, and pharmacy satellites in the surgical room in accordance with the receipts from each unit (Management of Soepraoen Hospital, 2017).

The prescription service waiting time is calculated from the patient submitting the prescription until getting the drug along with IEC carried out by pharmacy staff. Old prescription medication services will affect patients who can cause patients to be dissatisfied and feel disadvantaged due to long service time. Long waiting times will also lead to an increase in service time, the impact of this is in the form of a long queue that causes patients not to buy drugs at the hospital pharmacy installation. Factors that need to be considered in patient care are fast and friendly service accompanied by guaranteed availability of drugs (Rakhmisari D, 2016).

Before getting services at a Pharmacy Installation to take prescriptions through the queue process, patients have experienced various queues starting from the time they come to the health service to register themselves until the inspection process is carried out by medical personnel. This can all cause a feeling of saturation and stress for patients because they have to spend so long in the treatment process that they need (Wongkar L, 2010).

According to Wijono (2014) several things that affect patient satisfaction, namely approach and behavior of officers, especially at the time of the first visit, the quality of information provided, agreement procedures, drug waiting time, health check and drug collection, public facilities at the hospital and the results of treatment received. One of these factors is the drug waiting time (when dispensing drugs) which has been explained in the Minister of Health Decree No. 129 of 2014 concerning minimum hospital service standards from pharmacies in terms of service waiting time for prescription types of non-concoction drugs is ≤ 30 minutes and for concoction recipes is ≤ 60 minutes. According to Pillay et al (2014) in his research in Malaysia said that a number of factors that contributed to patient waiting time at the hospital were assessed from employee perceptions, namely, workload influencing patient waiting time, one of which was lack of staff or HR, facilities that were not adequate, the lack of consultation space is considered to contribute to the problem of waiting time as crowded waiting rooms, employee attitudes and work processes, judged by the inefficiency of the work process, followed by lack of cooperation, lack of commitment, lack of work motivation, lack of expertise, and poor attitude fellow colleagues or colleagues. Based on the conditions above, the authors are interested in examining the analysis of factors that affect pharmacy services in outpatients at TK Hospital. II dr. Soepraoen Malang.

MATERIALS AND METHODS

In this study, researchers used a quantitative analytical design with a cross sectional approach, namely a study to study the dynamics of correlation between risk factors and effects, by means of approach, observation or data collection at a time (point time approach), that is, each subject the study was only observed once and measurements were made on the character status or subject variable at the time of examination. This does not mean that all research subjects were observed at the same time (Soekidjo, 2012). This study will analyze the factors that influence pharmacy services in outpatients at TK Hospital. II dr. Soepraoen Malang.

The number of samples of this study were 100 respondents with sampling techniques using accidental sampling. Data analysis using the Logistic Regression test.

RESULTS

The results of the chi square test analysis between the variables Factors Affecting Pharmacy Services with the accuracy of service obtained p-value $0.001 < 0.05$, H_0 is rejected and H_1 is accepted, meaning that there is an influence between Pharmacy Services and Accuracy of Services in Outpatients in Hospitals TK.II Dr. Soepraoen Malang.

The results of the chi-square test analysis between the variables Factors Affecting Pharmaceutical Services with the speed of service obtained p-value $0,000 < 0,05$, H_0 is rejected and H_1 is accepted, meaning that there is an influence between Pharmacy Services and Service Speed in Outpatients at TK Hospital .II Dr. Soepraoen Malang.

The results of the chi square test analysis between the variables Factors Affecting Pharmacy Services with patient satisfaction obtained p-value $0.003 < 0.05$, H_0 is rejected and H_1 is accepted, meaning there is an influence between Pharmacy Services and Satisfaction in Outpatients at TK Hospital .II Dr. Soepraoen Malang.

Table 1. The results of the ordinal regression analysis Analysis of the Factors Affecting Pharmacy Services in Outpatients in TK Hospitals. II Dr. Soepraoen Malang

No	Variabel	Estimate	Sig
1	Constant	16,328	0,000
2	Ketepatan Pelayanan	2,953	0,045
3	Kecepatan Pelayanan	-3,702	0,013
4	Kepuasan Pasien	14,860	0,000

Based on Table 1 the results of the Ordinal Regression Test analysis show that the most influential variables with Pharmacy Services in Outpatients at TK Hospital. II Dr. Soepraoen Malang is a variable of patient satisfaction with a p-value of $0,000 < 0,05$, H_0 is rejected and H_1 is accepted so it is concluded that there is a significant influence between Pharmacy Services and Satisfaction in Outpatients at TK Hospital. II Dr. Soepraoen Malang.

DISCUSSION

Service Quality of Hospital Pharmacy Installation in Outpatients at TK Hospital. II Dr. Soepraoen Malang

From the results of the research in getting almost all respondents as many as 71 respondents (71%) have the quality of pharmacy installation services in the good category. In addition, 18 respondents (18%) had the service quality of pharmaceutical installations in sufficient categories and only 11 respondents (11%) had the service quality of pharmaceutical installations in the less category.

The influence of good human beings instills trust and credibility by respecting, keeping secrets, respecting, responsive, giving attention, and this has a big contribution in effective counseling. Patients who are treated poorly tend to ignore the advice and advice of health workers, or do not want to seek treatment at the place. Attention, patient expectations about officers paying attention to patients according to their needs, officers always provide information in a language that can be understood by patients Good service is influenced by the appearance of neat pharmacy installation, ease of service that is easily accessible, availability of drugs where the drugs needed by patients are always available in IFRS, the speed of the staff in service, the competence of professional officers, the provision of drug information that is easily understood and the hospitality of health workers in outpatient patient care.

Accuracy of Pharmacy Services for Patients in Outpatient Units Users of Pharmacy Pharmacy TK Hospital. II dr. Soepraoen Malang

From the results of the research in getting almost all respondents thought that the accuracy of pharmacy installation services in the sufficient category was 83 respondents (83%). In addition, 12 respondents (12%) argued that the accuracy of pharmacy installation services was in a good category

and only 5 respondents (5%) were of the opinion that the accuracy of pharmaceutical installation services was in the less category.

The accuracy of service is needed in an organization where the right service is needed by the patient so that patients can be sure of the service provided by the officer as it should be. The accuracy of service in a hospital pharmacy installation can be seen where the drug is given correctly to the appropriate patient, the drug given is according to what the doctor instructed on the prescription note, the dosage is measured according to the needs of the patient, the officer can also demonstrate how to take the medicine correct according to the type of drug given and the schedule for taking the drug must be instructed by the hospital pharmacy installation officer.

Pharmacy Service Speed of Outpatient Patients Users of TK Pharmacy Installation. II dr. Soepraoen Malang

From the results of the research, it was found that almost all respondents thought that the speed of pharmacy installation services in the adequate category was 81 respondents (81%). In addition, 13 respondents (13%) argued that the speed of pharmaceutical installation services was in good category and only 6 respondents (6%) who argue that the speed of service for pharmaceutical installations is in the less category.

The speed of doing services is needed by patients, especially outpatients, the standard waiting time until the time of service has been included so that it can be a reference not to have patients waiting too long to exceed the minimum standards of hospital pharmacy installation services. Good service is a service that is no more than 60 minutes, starting from the patient coming to getting the medicine. This can affect satisfaction too.

Outpatient Unit Satisfaction with Home Pharmacy Installation Services in TK. II dr. Soepraoen Malang

From the results of the study, it was found that almost all respondents thought that the satisfaction of pharmaceutical installation services in sufficient categories was 64 respondents (64%). In addition, 25 respondents (25%) argued that pharmacy installation service satisfaction was in the less category and only 11 respondents (11%) who argue that the satisfaction of pharmaceutical installation services is in a good category.

Patient satisfaction is a benchmark that the services provided by health workers are good or not. In patient satisfaction affected by various things, it is the match between patient expectations and the reality that patients encounter in the field, the second form of service during the service process provided by health workers, health personnel personal behavior to patients, the atmosphere and physical condition of the environment arranged by hospital pharmacy installation officers, fees or prices to be paid by patients and promotions or advertisements that are in accordance with reality.

The Influence of Pharmacy Services with the Accuracy of Services in Outpatients at TK Hospital. II dr. Soepraoen Malang

From the results of the chi square test analysis between variables affecting the pharmacy services with accuracy of service obtained p-value $0.001 < 0.05$, H_0 is rejected and H_1 is accepted, meaning that there is an influence between Pharmacy Services and Service Accuracy in Outpatients at Home III TK. II dr. Soepraoen Malang.

The effect of the accuracy of service and the quality of services provided by hospital pharmacy installation officers can be seen from the accuracy of service. Where services are provided in accordance with what is needed by outpatients at hospital pharmacy installations. The accuracy of service in a hospital pharmacy installation can be seen where the drug is given correctly to the appropriate patient, the drug given is according to what the doctor instructed on the prescription note, the dosage is measured according to the needs of the patient, the officer can also demonstrate how to take the medicine correct according to the type of drug given and the schedule for taking the drug must be instructed by the hospital pharmacy installation officer.

Effect of Pharmacy Services on Speed of Service in Outpatients at TK Hospital. II dr. Soepraoen Malang

From the results of the chi square test analysis between variables affecting the pharmacy service with the speed of service obtained p-value $0,000 < 0,05$, H_0 is rejected and H_1 is accepted, meaning that there is an influence between Pharmacy Services and Speed of Service in Patients Outpatient at Home Ill TK.II dr. Soepraoen Malang.

Pharmaceutical services have quality and provide satisfaction to patients, so the hospital must pay attention to various dimensions that can create and improve the quality of its pharmaceutical services. The five dimensions of service quality are arranged in the order of their relative importance, namely reliability, responsiveness, assurance, empathy, and physical evidence (Tjiptono et al, 2016). The purpose of this study was to determine the quality of outpatient pharmacy services measured using the time of completion of the doctor's prescription at the Hospital Pharmacy Installation. The effect of the speed of service and services provided by hospital pharmacy installation staff can be seen where the service is not more than 60 minutes starting from the patient coming to the drug given according to the prescription given by the doctor. If it is more than 60 minutes, it can be concluded that the speed of service of health workers is considered to be slow and can even be considered very slow if the service speed is longer than 60 minutes.

The Influence of Pharmacy Services with Satisfaction in Outpatients at TK Hospital. II dr. Soepraoen Malang

From the analysis of the chi square test between variables affecting the pharmacy services with patient satisfaction obtained p-value $0.003 < 0.05$, H_0 is rejected and H_1 is accepted, meaning that there is an influence between Pharmacy Services and Satisfaction in Outpatients in Hospitals TK.II dr. Soepraoen Malang.

Good service from hospital pharmacy installation staff is needed by patients or clients who come from patients coming to be given drugs even patients are given education about the procedures for drinking and using the right medicine. The service can affect the satisfaction of the patient, if the service provided by the officer seems good, the satisfaction will also be good, at least in the sufficient category. This is because between service and satisfaction have a significant relationship.

CONCLUSION

1. The accuracy of services is needed in an organization where the right service is needed by the patient so that patients can be sure that the service provided by the officer is true as it should be
2. The speed at which services are needed by patients, especially outpatients, standard waiting time until the time of service has been included so that it can be a reference not to have patients waiting too long to exceed the minimum standards of hospital pharmacy installation services.
3. Outpatient satisfaction with the services of hospital pharmacy installation officers is identified in sufficient categories.
4. Services for hospital pharmacy installation officers in outpatients at TK Hospital. II dr. Soepraoen Malang is well identified.

SUGGESTION

1. For Respondents

It is expected that the respondent can get the right, fast and satisfying service from the hospital pharmacy installation staff.

2. For Further Researchers

It is expected that further researchers will need to be deepened and added more research on the effect of work coordination on outpatient services and patient satisfaction at hospital pharmacy installations.

3. For Educational Institutions

It is expected that educational institutions can use the results of this study as input learning in the analysis of factors that affect pharmacy services in outpatients at TK Hospital. II dr. Soepraoen Malang and can be developed again for further research to be more useful for the reader and for the researcher.

BIBLIOGRAPHY

- Muharomah (2013) *Pelayanan Farmasi dalam Manajemen Administrasi Rumah Sakit*, UI Press, Jakarta,
- Muninjaya (2015) *Manajemen Farmasi*. Gadjah Mada University Press, Yogya,
- Pudjjaningsih (2016) *Petunjuk Pelaksanaan Indikator Mutu Pelayanan Rumah Sakit*, Departemen Kesehatan RI, Jakarta
- Suciati (2016) *Manajemen Farmasi dalam Kiat Mengelola Rumah Sakit*, Penerbit Hipokrates, Jakarta
- Rakhmisari (2016) *Analisis Faktor-faktor Penyebab Pengambilan Obat Di Luar Apotek RS Bakti Timah Pangkalpinang*, Jurnal Manajemen Pelayanan Kesehatan. Pusat Manajemen Pelayanan Kesehatan Fakultas Kedokteran Universitas Gadjah Mada.
- Wongkar L. (2015) *Perilaku Konsumen*, Edisi VI; Binapura Aksara, Jakarta
- Wijono (2014) *Evaluasi Pelayanan Resep Pasien Rawat Jalan Dihubungkan dengan Produktivitas Tenaga Kerja Pada Instalasi Farmasi Rumah Sakit Islam Jakarta Timur*, (Tesis), Program Studi Ilmu Kesehatan Masyarakat Minat Utama Manajemen Rumah Sakit, Universitas Gadjah Mada, Yogyakarta
- Pillay (2014) *Analisis Kepuasan Pasien Rawat Inap Terhadap Mutu Pelayanan dan Hubungannya dengan Minat Beli Ulang di RS X di Jakarta, Tahun 2002*, Jurnal Manajemen & Administrasi Rumah Sakit Indonesia