

## DESCRIPTIVE STUDY OF WAITING TIME FOR PRESCRIPTION SERVICES AT THE PHARMACY INSTALLATION OF ROEMANI MUHAMMADIYAH HOSPITAL SEMARANG

Ratna Wulandari<sup>1</sup>, Sri Suwarni<sup>2</sup>, Qorri Ainun Naimah<sup>3</sup>

Sekolah Tinggi Ilmu Farmasi Nusaputera, Semarang, Indonesia<sup>123</sup>

\*Corresponding Author : ratnawulandari268@gmail.com

### ABSTRACT

Hospitals are health facilities that provide health services evenly by prioritizing efforts to cure disease and restore health, which are carried out in harmony and integrated with efforts to improve health and prevent disease in a referral setting, and can be utilized for education and research personnel. Waiting time for prescription services is a major factor in patient satisfaction in services provided at the hospital. If a patient who seeks treatment at the hospital waits for a prescription for a longer time, then his satisfaction will be lower than the shorter waiting time. The purpose of this study was to determine the waiting time for prescription services at the Roemani Muhammadiyah Hospital Pharmacy Installation in Semarang. This research method is a descriptive study with a total population of 1000 subjects and a sample of 240 subjects. The sampling technique used was random sampling. The research was carried out from May to August 2019. Data analysis used descriptive statistic analysis. The average waiting time for prescription services is 62 minutes for concoction recipes and 33 minutes for non-concoction recipes. The conclusion in this study is that the waiting time for prescription services at the Roemani Muhammadiyah Hospital Pharmacy Installation in Semarang is not in accordance with the recommendations of the Ministry of Health, namely  $\leq 30$  minutes for non-concoction drugs and  $\leq 60$  minutes for concoction drugs

**Keywords :** waiting time, recipe, service

### ABSTRAK

Rumah sakit adalah sarana kesehatan yang menyelenggarakan pelayanan kesehatan secara merata dengan mengutamakan upaya penyembuhan penyakit dan pemulihan kesehatan, yang dilaksanakan secara serasi dan terpadu dengan upaya peningkatan kesehatan dan pencegahan penyakit dalam suatu tatanan rujukan, serta dapat dimanfaatkan untuk tenaga pendidikan dan penelitian. Waktu tunggu pelayanan resep merupakan faktor utama kepuasan pasien dalam pelayanan yang diselenggarakan di rumah sakit. Jika seorang pasien yang berobat di Rumah Sakit dalam menunggu resep dibutuhkan waktu yang lebih lama maka kepuasannya akan lebih rendah dibandingkan dengan waktu tunggu yang lebih cepat. Tujuan penelitian ini adalah untuk mengetahui waktu tunggu pelayanan resep di Instalasi Farmasi Rumah Sakit Roemani Muhammadiyah Semarang. Metode penelitian ini adalah studi deskriptif dengan jumlah populasi sebanyak 1000 subjek dan sampel sebanyak 240 subyek. Teknik pengambilan sampling yang digunakan adalah menggunakan *Random Sampling*. Penelitian dilaksanakan pada tahun 2019 bulan Mei sampai Agustus 2019. Analisis data menggunakan analisis statistik deskriptif. Hasil rata-rata waktu tunggu pelayanan resep adalah 62 menit untuk resep racikan dan 33 menit untuk resep non racikan. Kesimpulan dalam penelitian ini adalah waktu tunggu pelayanan resep di Instalasi Farmasi Rumah Sakit Roemani Muhammadiyah Semarang tidak sesuai rekomendasi Kementerian kesehatan yaitu  $\leq 30$  menit untuk obat non racikan dan  $\leq 60$  menit untuk obat racikan

**Kata kunci:** waktu tunggu, resep, pelayanan

### INTRODUNTION

Hospital is a health facility that provides health services evenly by prioritizing efforts to cure disease and restore health, which is carried out in harmony and is integrated with efforts to improve health and prevent disease in an orderly setting, and can be used for staff education and pharmaceutical services. Health services in hospitals are expected to meet

minimum service standards. According to the regulation of the minister of health number 72 of 2016 concerning pharmaceutical service standards in hospitals, it is stated that a hospital is a health service institution that organizes full individual health services that provide inpatient, outpatient and emergency services. Pharmaceutical service standards in hospitals that aim to improve the quality of pharmaceutical services, guarantee legal certainty for pharmaceutical staff and protect patients and the public from irrational drug use in the framework of patient safety (Kementerian Kesehatan RI, 2016)

The hospital is one of the facilities role of health services important in improving health status society as part of the movement health development in Indonesia. House hospital as a service facility health is expected to be able to provide quality health services able to provide satisfaction to consumers. Hospitals also have to constantly improve service quality as expected consumer. Quality improvement at home ill need to do with giving fast service, precise and appropriate sense of security with the growing needs of society increasing and increasingly critical will be a health services. Service quality improvement management is inseparable from the hospital hospital pharmacy installation (Wirajaya & Rettobjaan, 2022). Patient waiting time for health services is known as one of the main benchmarks for a responsive health system (Lestari, Parinduri & Fatimah, 2020). Service waiting time is a problem that often causes patient complaints in several health agencies (Maulana *et al*, 2019)

Pharmacy services are an integral part of a complete hospital health care system and are oriented towards patient care, provision of quality medicines, including affordable clinical pharmacy services for all levels of society. Pharmacy is the unit that provides the largest revenue for a hospital. The amount of drug turnover reaches 50-60% of the hospital budget. The waiting time for drug service is divided into two, namely the waiting time for non-concoction prescription drug services and the waiting time for mixed prescription drug services. Waiting time is one of the minimum standards for pharmaceutical services in hospitals, the waiting time for non-concoction drug services is the grace period from when the patient submits the prescription to receiving non-concoction drugs with the minimum standards set by the ministry of health, namely  $\leq 30$  minutes, while the waiting time for mixed drug services is the grace period from when the patient submits the prescription to receiving the concoction of the drug, which is  $\leq 60$  minutes (Kementrian Kesehatan RI, 2008 dan Nugraheni, 2018). Long waiting times can lead to new health cases (Rizqi & Putra, 2021). Decreased muscle strength as a result of waiting too long can cause musculoskeletal disorders (Ike *et al*, 2022)

Based on the description above, an alternative fundamental first step in efforts to improve quality at Roemani Muhammadiyah Semarang Hospital is to provide an analysis of the waiting time for drug services like concoction and non-concoction prescriptions. This study aims to determine the waiting time for prescription services at the Roemani Muhammadiyah Hospital Pharmacy Installation in Semarang

## METHOD

The research design was a descriptive research study, in which this study used research variables on prescription concoctions and non-concoctions as well as waiting time data for prescription services at the Outpatient Unit Pharmacy Installation at Roemani Muhammadiyah Hospital. The research design in this study is primary data, while the data collection method used is documentation.

The research was carried out from May to August 201 with total population of 1000 subjects and a sample of 240 subjects. Data analysis used descriptive statistic analysis . The population is Outpatient Prescriptions at the Pharmacy Installation at Roemani Muhammadiyah Hospital Semarang and resource persons, namely Heads of Pharmacy

Installations, Heads of Pharmacy Services, Pharmaceutical Technical Personnel (TTK) at the Pharmacy Installation at Roemani Muhammadiyah Hospital Semarang. The number of samples studied was 240 prescriptions at the Outpatient Pharmacy Installation at Roemani Muhammadiyah Hospital, Semarang. The sampling technique used in this study was Random Sampling, namely a random sampling technique taken from the study population, namely Outpatient Prescriptions at the Pharmacy Installation of Roemani Muhammadiyah Hospital Semarang

## RESULT

**Tabel 1. Average prescription service time at the Roemani Muhammadiyah Semarang Hospital**

No	Recipe Type	Mean (minute)	Normal Standards
1.	Recipe Concoction	62	≤ 60 Minute
2.	Recipe non Concoction	33	≤ 30 Minute

Source : Primary data processed, 2019

Based on the data above, it shows that the results of a study of 240 samples obtained that the average waiting time for prescription services to complete non-concoction drugs was 33 minutes and concoction drugs was 62 minutes

## DISCUSSION

Based on the data above, it shows that the results of a study of 240 samples obtained that the average waiting time for prescription services needed to complete non-concoction drugs was 33 minutes and concoction drugs was 62 minutes. Waiting time is one of the minimum standards for pharmaceutical services in hospitals, the waiting time for non-concoction drug services is the grace period from when the patient submits the prescription to receiving non-concoction drugs with the minimum standards set by the ministry of health, namely ≤ 30 minutes, while the waiting time for mixed drug services is the grace period from when the patient submits the prescription to receiving the concoction of the drug, which is ≤ 60 minutes.

The above is in accordance with research conducted by Siregar in 2018 entitled "Waiting Time for Outpatient Prescription Services at the Pharmacy Installation at the University of North Sumatra Hospital". The study obtained results with data taken as many as 335 outpatient prescriptions consisting of 293 non-concoctions and 42 concoctions. The average waiting time for prescription services is 31.8 minutes for non-concoction recipes and 65 minutes for concoction recipes. This means that the waiting time for prescription services does not meet the standards set by the Ministry of Health.

Haifa & Resni in 2022 also mentions in their research which has been published in a national journal with the research title "Analysis of Waiting Time for Outpatient Prescription Services in Hospital Pharmacy Installations". The research produces data that the average waiting time for a prescription is 39 minutes and a prescription for concoction is 79 minutes. This shows that the average waiting time in prescription services is not in accordance with the provisions of the minimum waiting time specified by the Ministry of Health.

The waiting time for prescription services at the Roemani Muhammadiyah Semarang Pharmacy Installation still does not meet the minimum service standards, so an analysis is needed to find out waste or factors that cause the long waiting time and suggestions for improvements needed to achieve or meet the minimum service standards waiting time for prescription services at home Sick. Sitting too long as a result of long waiting times can cause health problems (Rizqi & Putra, 2020) Long waiting times can reduce patient satisfaction in service (Dewi, Eravianti & Putri, 2021).

The results of the Depth Interview data for the Head of the Pharmacy Installation, the Head of the Pharmacy Service and the Pharmaceutical Engineering Personnel (TTK) showed that the human resources at the Roemani Muhammadiyah Semarang Hospital pharmacy related to outpatient prescription services were 23 Pharmacy Technicians and 1 Pharmacist. Based on the results of interviews with 3 informants, all of them said that the existing human resources at the outpatient pharmacy installation were currently sufficient. The results of observations and interviews in the reception or prescription price section show that there are many piles of prescriptions that must be inputted, especially during rush hours because even though they have been supported by an information system, there are obstacles, especially with drug stocks, wrong dosages and wrong medicines.

## CONCLUSION

The conclusion in this study is that the waiting time for prescription services at the Roemani Muhammadiyah Hospital Pharmacy Installation in Semarang is not in accordance with the recommendations of the Ministry of Health, namely  $\leq 30$  minutes for non-concoction drugs and  $\leq 60$  minutes for concoction drugs

## THANKYOU NOTE

We thank all those who have helped in this research to completion

## REFERENCES

- Amalia, A. S. R., Ambarsari, D. W., & Suwarni, S. (2023). Pelayanan Fisioterapi Pada Sprain Ankle Di Desa Jatipuro Kecamatan Trucuk Kabupaten Klaten. *Widharma-Jurnal Pengabdian Widya Dharma*, 2(01), 33-36.
- Dewi, A., Eravianti, E., & Putri, D. K. (2021). Hubungan Lama Waktu Tunggu Pasien Dengan Kepuasan Pasien di Puskesmas Lubuk Begalung. In *Prosiding Seminar Nasional Stikes Syedza Sainika* (Vol. 1, No. 1).
- Haifa, A. I., & Resni, N. (2022). Analisis Waktu Tunggu Pelayanan Resep Rawat Jalan Di Instalasi Farmasi Rumah Sakit X. *Jurnal Inkofar*, 6(2).
- Ike, A., Rizqi, A. S., Sari, R. Y., & Putra, Y. W. (2022). Diagnosis of Musculoskeletal Complaints in The Elderly During The Covid 19 Pandemic. *Halaman Olahraga Nusantara: Jurnal Ilmu Keolahragaan*, 5(1), 285-294.
- Kementrian Kesehatan RI. (2016). Peraturan Menteri Kesehatan Republik Indonesia Nomor 72 Tahun 2016 Tentang Standar Pelayanan Kefarmasian Di Rumah Sakit. *Jakarta: Kementrian Kesehatan RI*, 11-40.
- Kementrian Kesehatan RI, 2008, Keputusan Menteri Keseharan Republik Indonesia Nomor 129/Menkes/SK/II/2008. Jakarta. Departemen Kesehatan RI
- Lestari, D. D., Parinduri, S. K., & Fatimah, R. (2020). Hubungan Waktu Tunggu Pelayana Rawat Jalan Terhadap Kepuasan Pasien Di Poliklinik Spesialis Penyakit Dalam Rsud Kota Bogor Tahun 2018-2019. *Promotor*, 3(3), 231-240.
- Maulana, D., Tamrin, R., Alim, A., & Imran, A. (2019). Analisis hubungan waktu tunggu terhadap kepuasan pasien pada Puskesmas Maccini Sombala. *Jurnal kesehatan*, 12(2), 99-111.
- Nugraheni, R. (2018). Gambaran waktu tunggu pasien dan mutu pelayanan rawat jalan di Poli Umum UPTD Puskesmas Pesantren 1 Kota Kediri tahun 2017. *Jurnal Wiyata: Penelitian Sains dan Kesehatan*, 4(2), 165-172.

- Rizqi, A. S., & Putra, Y. W. (2021). Penyuluhan Kesehatan Penanganan Nyeri Punggung Bawah (Low Back Pain) di Krakitan Bayat Klaten. *Jurnal Pengabdian Magister Pendidikan IPA*, 4(3).
- Rizqi, A. S. (2021). Application Of Diadynamic Currents To Reduce Pain. *Midwifery and Nursing Research*, 3(2), 59-62.
- Rizqi, A. S., Putra, Y. W., & Yunitasari, R. (2023). Case Study Of Physiotherapy Management In Knee Osteoarthritis Conditions. *Jurnal Sabhanga*, 5(1).
- Rizqi, A. S., & Putra, Y. W. (2020). Deteksi Dini Daya Tahan Jantung Paru Pada Mahasiswa. *MOTORIK Jurnal Ilmu Kesehatan*, 15(2), 52-54.
- Siregar, S. E. (2018). *Waktu Tunggu Pelayanan Resep Rawat Jalan Di Instalasi Farmasi Rumah Sakit Universitas Sumatera Utara* (Doctoral dissertation).
- Wirajaya, M. K. M., & Rettobjaan, V. F. C. (2022). Faktor yang Memengaruhi Waktu Tunggu Pelayanan Resep Rawat Jalan di Instalasi Farmasi Rumah Sakit: Sistematis Review. *Jurnal Kesehatan*, 13(2), 408-415.