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EVALUASI PELAYANAN KEFARMASIAN DI APOTEK SYIFA KARANGJATI

ABSTRAK

Latar Belakang: Apotek Syifa Karangjati merupakan salah satu apotek yang berada di daerah pedesaan. Sebagai apotek yang terletak di daerah pedesaan, Apotek Syifa Karangjati mungkin menghadapi tantangan dalam memberikan pelayanan kefarmasian yang berkualitas. Oleh karena itu, evaluasi pelayanan kefarmasian di Apotek Syifa Karangjati perlu dilakukan untuk mengetahui sejauh mana apotek ini mampu memenuhi standar pelayanan kefarmasian yang telah ditetapkan. Penelitian ini bertujuan untuk mengevaluasi pelayanan kefarmasian di Apotek Syifa Karangjati berdasarkan Peraturan Menteri Kesehatan Nomor 13 Tahun 2016 tentang Standar Pelayanan Kefarmasian di Apotek.

Metode: Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengumpulan data berupa wawancara, observasi, dan dokumentasi. Penelitian ini dilakukan di Apotek Syifa Karangjati. Sampel penelitian adalah apoteker dan tenaga teknis kefarmasian yang bekerja di Apotek Syifa Karangjati dan memenuhi kriteria inklusi yang telah ditentukan.

Hasil: Apotek Syifa melakukan perencanaan, pengadaan, penerimaan, penyimpanan, pemusnahan, penarikan, dan pengendalian standar farmasi obat sesuai dengan standar yang ditetapkan. Perencanaan obat menggunakan metode konsumsi dan epidemiologi. Pengadaan obat melalui jalur resmi dari PBF, industri farmasi, atau apotek lain yang memiliki izin edar. Penerimaan barang memeriksa kesesuaian antara surat pesanan dan barang yang diterima. Penyimpanan obat sesuai dengan kondisi yang diperlukan untuk menjaga kualitas obat. Pemusnahan dan penarikan obat dilakukan jika obat tidak memenuhi standar dan persyaratan keamanan, khasiat, mutu, dan label. Pengendalian standar farmasi dilakukan dengan pengecekan stok dan analisa SWOT.

Simpulan: Apotek Syifa Karangjati telah memenuhi standar pelayanan kefarmasian di apotek berdasarkan Permenkes No 73 Tahun 2016. Apotek ini telah melaksanakan perencanaan, pengadaan, penerimaan, penyimpanan, pemusnahan, penarikan, pengendalian, pencatatan, dan pelaporan obat sesuai dengan ketentuan yang berlaku. Hal ini menunjukkan bahwa Apotek Syifa Karangjati berkomitmen untuk memberikan pelayanan kefarmasian yang berkualitas, aman, dan efektif kepada masyarakat.

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PHARMACEUTICAL SERVICE EVALUATION AT APOTEK SYIFA KARANGJATI

ABSTRACT

Background: Apotek Syifa Karangjati is one of the pharmacies located in a rural area. Being situated in a rural area, Apotek Syifa Karangjati may face challenges in providing quality pharmaceutical services. Therefore, an evaluation of pharmaceutical services at Apotek Syifa Karangjati is necessary to determine the extent to which this pharmacy is capable of meeting the established standards of pharmaceutical services. This research aims to evaluate the pharmaceutical services at Apotek Syifa Karangjati based on the Minister of Health Regulation Number 13 of 2016 concerning the Standards of Pharmaceutical Services in Pharmacies.

Method: This research uses a qualitative descriptive method with data collection techniques including interviews, observations, and documentation. The study is conducted at Apotek Syifa Karangjati. The research sample consists of pharmacists and pharmaceutical technical staff working at Apotek Syifa Karangjati, who meet the predetermined inclusion criteria.

Results: Apotek Syifa performs planning, procurement, acceptance, storage, disposal, withdrawal, and control of pharmaceutical drug standards in accordance with the established guidelines. Drug planning utilizes consumption and epidemiology methods. Drug procurement is done through official channels from Pharmaceutical Wholesalers (PBF), pharmaceutical industries, or other pharmacies with distribution permits. Receipt of goods is checked for conformity between the order letter and the received goods. Drug storage is conducted under conditions necessary to maintain drug quality. Disposal and withdrawal of drugs are carried out if they do not meet safety, efficacy, quality, and labeling standards. Pharmaceutical standard control is performed through stock checking and SWOT analysis.

Conclusion: Apotek Syifa Karangjati has met the standards of pharmaceutical services at the pharmacy based on the Minister of Health Regulation No. 73 of 2016. The pharmacy has implemented planning, procurement, acceptance, storage, disposal, withdrawal, control, recording, and reporting of drugs in accordance with the applicable provisions. This demonstrates that Apotek Syifa Karangjati is committed to providing quality, safe, and effective pharmaceutical services to the community.