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Evaluation of Waiting Time for Recipe Services at Puskesmas Mangunjaya Based on Ministry of Health Regulation

Kusyana Ade Permana[1*], Rian Ismail[2]

1.Puskesmas Mangunjaya, Pangandaran, Indonesia.

2. STIKes Muhammadiyah Ciamis

Correspondance: Kusyana Ade Permana

Email: ***kusyanaadeprmana@gmail.com***

Address : Street Mangunjaya No. 650, Pangandaran, West Java, Indonesia

ABSTRACT

Pharmaceutical services include resource management consisting of resources Humans, facilities, pharmaceutical preparations and health supplies as well as Administration and Pharmacy Services Clinical in efforts to achieve the stated goals. Prescription services are one of aspect clinical pharmacy services which include receiving prescriptions, assessment prescription administration, pharmaceutical suitability, drug compounding and packaging as well delivery of medication to patients. The aim of this research is to find out the waiting time for prescription services at the Mangunjaya Health Care Center (Puskesmas Mangunjaya) Pangandaran based on health minister regulations. The results of the research conducted from concoction recipes as many as 4 samples and no-concoction of 186 samples, waiting time Recipe and Non-concoction prescription services meet the standards, average Recipe Services concoction 14.86 minutes and average non -concoction recipe services 2.42 minutes. It can be concluded that prescription drugs are concoction and non The concoction at the Mangunjaya Health Center meets the minimum service standards in accordance with the Ministry of Health Regulation No.129/Menkes/SK/II/2008.

Keywords : Waiting time, recipe, Puskesmas.

INTRODUCTION

Puskesmas is the Technical Implementation Unit (UPT) of the Office The district/city health that is responsible for organizing health development efforts in a work area. Health efforts it is held by focusing on service The community is widely to achieve optimal health degrees (Maya, 2019).

Increasing the level of community knowledge and the standard of living of the community encourages public awareness of the importance of the quality of health, this is because health is one of the basic human needs (Ipa A, 2020 and Maftuhah 2016). This causes the community's needs to increase health care facilities. One of the health service facilities that become a reference to the community is the Puskesmas (Erviani, 2020). Community Health Centers are called Puskesmas health service facilities that carry out health efforts community and first-level individual health efforts, with moreprioritize promotive and preventive efforts, to achieve degrees highest level of public health in the work area. Puskesmas can also be called a pratama clinic which is a individual health service facilities by providing services basic medical care, both general and special (Anonymous, 2014).

Puskesmas has a function as an organizer of health efforts the community and individuals in their working area. In organizing Its function as an organizer of public health efforts, puskesmas Have several authority, including: 1) Carry out planning based on health analysis community and analysis of the necessary service needs. 2) Carry out advocacy and socialization of health policies. 3) Carry out communication, information, education, and empowerment community in the health sector. 4) Carry out a community to identify and complete health problems at every level of community development in collaboration with other related sectors. 5) Carry out technical guidance on service networks and efforts Community -based health. 6) Carry out an increase in the competency of the Puskesmas Human Resources7) Monitor the implementation of development so that health insight. 8) Carry out recording, reporting, and evaluating access, quality, and health services coverage. Provide recommendations related to public health problems, including support for early vigilance systems and response responses disease (Andi et al., 2018).

Waiting time for drug services is the start of the patient to submit a prescription to rece ive finished drugs with a minimum standard based on regulation the Ministry of Health is ≤ 30 minutes (Meila, 2020). Whereas the waiting time for a concoction drug service is a grace period from the patient to submit a prescription until receiving a concoction drug, ≤ 60 minutes (Kepmenkes 2008). The waiting time for the recipe service starts from receipt of prescription up to the delivery of drugs to patients with receive finished drugs (non -concoction) with the minimum standards (Pipintri et al., 2017). There are several factors that influence the waiting time for prescription services, including the presence of a delay component which causes the process to take longer. Delays are caused, among other things, because the officer has not completed the prescription, is carrying out other activities or completed the previous prescription. Mixed recipes require a longer service time compared to finished drug prescriptions. This is caused by concocted drugs requires more time in the packaging process. (Rima, 2020)

TOOLS AND MATERIALS

The research process requires a tool to collect data. Data collection in this research was an observation sheet. Sheet Observation is a way of collecting data by direct observation and systematic recording of the objects to be studied. Observation carried out by researchers with hours, minutes, seconds and written on a sheet observations regarding the waiting time for prescription services for each patient.

METHODS

This research is a descriptive study, where primary data was collected through direct observation and recording waiting times for prescription services in a waiting time recording form. The results were then analyzed descriptively and compared with minimum service standards for waiting times both ready-made medicines and compounded medicines. Waiting time data converted into minutes and then calculated as a mean value (Erviani et al., 2020).

The sample in this study provided patient prescription and non-concoction services at the Mangunjaya Community Health Center Pharmacy Installation using a sampling technique by taking all members of the population as respondents or samples (Astuti, 2015).

Data analysis was carried out using an assessment of the speed of prescription service, the prescription met the requirements if it was in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008 concerning Community Health Centers. For non-concocted recipes, the time speed requirements are met service takes ≤30 minutes, whereas prescriptions for compounded medicines meet the requirements if the speed of service is ≤60 minutes.

The inclusion criteria for this study are prescriptions for compounded and non-compounded medicines, prescriptions for medicines that meet administrative and pharmaceutical requirements, one non-compounded prescription sheet with 4-5 drug items, all prescription sheets for compounded prescriptions. while the exclusion criteria are drug prescriptions that cannot be fulfilled or are out of stock.

The research instrument of this study was an observation sheet. An observation sheet is a method of collecting data by direct observation and systematic recording of the object to be studied. Observations were carried out by researchers using hours, minutes and seconds and written on the observation sheet regarding the waiting time for prescription services for each patient. In carrying out research there are several stages, including: Arranging permission to conduct research, collecting data, processing and analysis of data.

RESULTS

The waiting time for the concoction prescription service at the Mangunjaya Community Health Center is set at one month. For one month for only three days there is a concoction recipe with the following results:

Table.1 Daily sampling of concoction recipe

Day	Number Of recipe	Average of waiting time (Minute)
1	2	13,65
2	1	12
3	1	20,16
	4	14,86

The presentation of the results of the waiting time for non-mixed prescription services is as follows:

Table 2. Percent of result waiting time of concoction recipe

Waiting time	Number of sample	Percent %
Compliant with standards	4	100%
Not Compliant with standards	-	-
Total	4	100%

Sampling and calculating the waiting time for non-mixed recipes was carried out every day for one month, and the following results were obtained:

Table 3. Daily sampling of non-concoction recipe

Day	Number of recipe	Average of waiting time (Menit)
1	11	3,44
2	6	3,43
3	7	2,66
4	5	2,32
5	7	2,46
6	8	2,79
7	9	3,09
8	6	1,94
9	8	2,55
10	6	2,42
11	6	2,22
12	9	2,45
13	9	2,29
14	10	2,46
15	7	1,85
16	8	2,40
17	10	2,27
18	11	2,64
19	10	2,16
20	8	2,15
21	8	1,65
22	7	2,09
23	9	1,68
	186	2,42

The presentation of the results of the waiting time for the concoction prescription service is as follows:

Tabel 4. Percent result waiting time of non-concotion recipe

Waiting time	Number of recipe	Percent %
Compliant with standard	186	100%
Not compliant with standard	-	-
Total	186	100%

DISCUSSION

Based on the results of research conducted from 4 samples of concocted recipes and taking data on concocted recipes, it was found that the average waiting time for concocted prescription services was 14.86 minutes with a percentage result of 100% stating that the average waiting time for prescription services at the Mangunjaya Health Center Pharmacy Installation had met hospital service standards which refer to the Minister of Health Decree no. 129/Menkes/SKII/2008 where the waiting time for compounded prescriptions is <60 minutes and for non-mixed prescriptions <30 minutes. This is because the number of human resources consisting of pharmaceutical technical personnel on duty has met service standards in accordance with the needs and ratio of the number of patients at the puskesmas. This task includes serving prescriptions with prescription service procedures starting from handing over the prescription by the patient, screening the prescription, preparing the drug, and handing over the drug to the patient, where each stage is carried out by a different officer, this is to avoid the possibility of errors in drug service.

CONCLUSION

Based on the research results, there were four concocted recipes and 186 non-concocted recipes. Waiting time for prescription services concoction and non-concoction recipes meet the standards, the average service for concoction recipes is 14.86 minutes and the average service for non-concoction recipes is 2.42 minutes. It can be concluded that the prescription services for compounded and non-concocted medicines in Mangunjaya Community Health Center meets minimum hospital service standards in accordance with the Ministry of Health

no.129/Menkes/SK/II/2008.

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