

Drug Management On Availability Of Drugs In Pharmaceutical Installations Pabatu General Hospital Pt Pmn Using Fifo & Fefo Methods

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Abstract.

The procurement of drugs is an important early stage in determining the success of the next stage because the planning stage is useful for adjusting the procurement needs with available funds to support health services in hospitals. The purpose of the study was to analyze the Management of Procurement of Insurance Medicines and Medicines for BPJS Health in the Pharmacy Unit of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province in 2022. The research design used a qualitative descriptive method with a phenomenological approach, namely collecting, compiling, and analyzing so that a social phenomenon/fact can provide information, solving the problems encountered. This research was conducted at the Pharmacy Unit of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province in April-May 2022. The sampling technique in this study used the Total Sampling technique, the number of samples was 5 pharmacists. The results of the research on the drug planning process at the Bakti Timah Pinang Hospital Pharmacy Installation, the drug budgeting process at the Bakti Timah Pinang Hospital Pharmacy Installation, the drug procurement process at the Bakti Timah Pinang Hospital Pharmacy Installation, the drug storage process at the Bakti Timah Pinang Hospital Pharmacy Installation, The process of storing drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital. Suggestions for hospital management to find out what strategies should be applied to increase revenue and services by reducing the percentage of prescriptions that are not served.

Keywords: Insurance Drug Procurement Management, BPJS Medicine.

I. INTRODUCTION

Hospital pharmacy services are an inseparable part of the hospital health care system that is oriented to patient care, providing quality and affordable pharmaceutical preparations, medical devices, and medical consumables for all levels of society, including clinical pharmacy services (Permenkes, 2016). The hospital pharmacy is responsible for all pharmaceutical items circulating in the hospital, one of which is drug management. Nationally, drug costs are 40%-50% of the total operational health services. In developed countries, drug costs range from 10-15% of the health budget (Satibi, 2015). Meanwhile, in some developing countries, drug spending in hospitals can absorb around 40-50% of the overall hospital costs. Such a large drug expenditure must of course be managed effectively and efficiently, considering that the funds needed for drugs in hospitals do not always match the needs (Modeong, 2012). Management of drug procurement in hospitals is an important element in the overall managerial function of the hospital because inefficiency will have a negative impact on hospitals, both medically and economically. The process of drug management activities includes planning and procurement of pharmaceutical supplies according to the needs and budget of the hospital (Satibi, 2017). Health Social Security Administrator (BPJS) was formed to realize the implementation of the National Social Security program which aims to provide health protection. Health protection provided in the form of health care and protection in meeting basic health needs is given to everyone who has paid dues/contributions paid by the government. Health service providers are all health facilities that collaborate with BPJS Kesehatan that provide health services in the form of individual health services, both promotive, preventive, curative, and rehabilitative carried out by the government, local governments, and the community. (Perpres No. 12, 2013).

Referral drug services are provided by pharmacies or pharmacy depots in collaboration with BPJS Kesehatan. The service can be performed three times in a row for three months under stable conditions. Referral drugs given are for a maximum of 30 days of each prescription and must be in accordance with the national formulary drug list for referral drugs (BPJS, 2015). Malinggas's research (2015) regarding the

analysis of drug logistics management in pharmacy installations at dr. Sam Ratulangi Tondano said that the management of drug supplies at the pharmacy installation at Sam Ratulangi Tondano Hospital was still inefficient. The management of drug supply does not use the right methods, resulting in drug shortages at certain times. This is evidenced by the results of observations made by Malinggas which revealed that there are still drugs that are not available at the pharmacy installation, especially for fast-moving drugs, this results in patients having to buy drugs outside the hospital pharmacy installation. The results of the initial survey conducted by researchers at the Bakti Timah Hospital showed that there were differences in drug procurement for BPJS and Insurance patients. The number of generic drugs and patent drugs has not cycled in a balanced way. Based on the description above, researchers are interested in knowing how the Management of Procurement of Insurance Medicines and BPJS Health Medicines in the Pharmacy Unit of Bakti Timah Hospital Pangkal Pinang, Bangka Belitung Islands Province in 2022.

II. LITERATURE REVIEW

2.1. Hospital

Hospital is a health service institution that provides comprehensive personal health services that provide inpatient, outpatient, and emergency services (Permenkes 2010 concerning hospital classification). Hospitals are health service institutions that offer complete individual health services that provide inpatient, outpatient, and emergency services (Kemenkes RI, 2017).

2.2. Pharmacy

Hospital pharmacy installation is a part or unit within a hospital under the leadership of a pharmacist who has met the requirements of applicable laws and is responsible for all pharmaceutical work which consists of plenary services including planning, dispensing prescription-based drugs for inpatients or outpatients, as well as health quality control in hospitals (Septini, 2012). Pharmaceutical service standards in hospitals aim to improve the quality of pharmaceutical services, protect patients from the use of irrational drugs to maintain patient safety, and ensure legal certainty for pharmaceutical personnel (Permenkes RI, 2017).

2.3. Drug Procurement

For the procurement of JKN drugs, health facilities generally prefer to order JKN drugs via e-catalog. Lessons from several Western European countries, according to Bof and Previtali (2000), show that the use of an e-Procurement system provides many benefits, including:

- a. Faster order time
- b. More efficient purchasing process
- c. Lower advertising and promotion spend
- d. The process is simpler and, therefore, easier
- e. Easier public spending monitoring
- f. Employee professionalism improvement
- g. More time to carry out tasks outside of routine administrative
- h. More transparent

E-Procurement is part of the supply chain that connects producers with end-users of goods and/or services. The supply chain is formed from the participation of two or more independent parties who are committed to creating added value to the product in sending the product to the end-user (Lu, 2011; Ripin et al., 2014).

III. METHODS

This study uses a qualitative descriptive method with a phenomenological approach, namely collecting, compiling, and analyzing so that a social phenomenon/reality can provide solutions to the problems faced (Nugraheni, 2015). The phenomenon that will be researched is the Analysis of Procurement Management of Insurance Medicines and BPJS Health drugs in the Pharmacy Unit of the Bakti Timah Pangkal Pinang Hospital, Bangka Belitung Islands Province in 2022. This research was carried out in the Pharmacy Unit of the Bakti Timah Hospital Pangkal Pinang, Bangka Belitung Islands Province. This

research was conducted in April-May 2022. The population in this study was pharmacists, while the number of pharmacists in pharmacy was 5 people. The sampling technique in this study used the Total Sampling technique. Total sampling is a sampling technique from all members of the population (Sugiyono, 2010). The number of samples in this study was 5 pharmacists at the Pharmacy Unit of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province.

The research criteria are:

Inclusion Criteria:

1. Pharmacists and pharmacists
2. Willing to be a research participant and sign an informed consent
3. Participate in research interviews until the end according to the researcher's goals.

Exclusion Criteria:

1. Respondents with unilateral reasons stopped the interview and did not continue the interview until the end of the interview.
2. Did not get information in accordance with the objectives of the researcher.

The variables in this study are the Procurement of Insurance Medicines and BPJS Medicines. The tools and instruments needed in collecting research data include interview guidelines, namely a collection of questions related to research, a notebook to record each interview result, a data collection matrix, a digital camera as a tool to document any information, and a tape recorder to record the results. Interview. Primary data was obtained using in-depth interviews (related to the procurement of insurance drugs and BPJS Health drugs at the Pharmacy Unit of Bakti Timah Hospital, Bangka Belitung Islands Province. Secondary data is used to support primary data, especially in obtaining an overview of what was obtained during the research process from various sources regarding the procurement of insurance drugs and BPJS Health drugs at the Pharmacy Unit of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province. In qualitative research, the validity of the data is done by triangulation. There are three types of triangulation used by researchers in the research process, including source triangulation conducted by cross-checking data with other data sources, method triangulation carried out by analysis of the results of in-depth interviews and field observations, and data triangulation using analysis through the guidance of a supervisor. and requesting feedback from informants on reports made (Sugiyono, 2014).

IV. ANALYZE AND RESULT

4.1. In-depth Interview Results

4.1.1. Drug Planning Process at the Pharmacy Installation of Bakti Timah Hospital Pangkal Pinang, Bangka Belitung Islands Province

The results of interviews about the drug planning process at the Pharmacy Installation of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province, which were explained by the participants were as follows:

1. Participant 1: "Each service room must compile a list of drug needs by taking into account consumption data and data on the amount of existing stock. The list of needs is sent to the assistant chief pharmacist, then the assistant chief pharmacist of the installation recaps all the proposed rooms assisted by the assistant chief pharmacist, after that it is proposed to the head of the pharmacy installation, after the head of the pharmacy installation makes a budget after these things are completed then the report is signed by the director, after that, it is then given to the drug ordering distributor to complete the drug stock in accordance with the order given".
2. Participant 2: "The needs planning has been budgeted according to needs, the process begins with collecting data from each room, any items or drugs that are on the drug planning list, then the pharmacist plans and asks the director for approval in terms of ordering drugs according to the planning that has been done".
3. Participant 3: "Planning for drug needs is carried out by pharmacists, and pharmacist assistants. In planning, initially, the pharmacist is assisted by a pharmacist assistant asking for a registered room for drug needs, then planning is also carried out by looking at the existing stock in the drug

warehouse after that planning is carried out and after completion, it is given to the head of the pharmacy installation to budget and order drugs. according to the existing plan”.

4. Participant 4: “The drug procurement planning process is initially carried out by pharmacists. The pharmacist checks what the needs of each room are according to the reports that have been received, then the pharmacist collaborates with pharmacist assistants to check the adequacy of the drugs in the warehouse, if the needed drugs are no longer available in the drug warehouse, the pharmacist will plan in addition of stock of drugs that have previously requested approval from the hospital director”.
5. Participant 5: “Needs planning has been budgeted according to needs, the process begins with collecting data from each room, any items or drugs that are on the list of drug planning preparations”.

4.1.2. Drug Budgeting Process at the Pharmacy Installation of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province

The results of interviews about the drug budgeting process at the Pharmacy Installation of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province, which were explained by the participants were as follows:

1. Participant 1: “In the budgeting process, this will be done by the pharmacist to show the drug stock planning that has been done previously, if it has been approved by the hospital leadership, then the drug order will be ordered according to what has been planned”.
2. Participant 2: “The implementation of the drug budget has been calculated previously based on the need for drugs, which is then forwarded into drug orders for additional drug stocks”.
3. Participant 3: “The drug budget is reported by the pharmacist based on data on drug shortages that have been checked by the pharmacist, which is then ordered quickly to meet drug needs at the hospital”.
4. Participant 4: “In the budgeting process, this will be done by pharmacists to show the drug stock planning that has been done previously, the implementation of the drug budget has been calculated previously based on drug needs, and then the budget is forwarded to drug orders for additional drug stock”.
5. Participant 5: “The budgeting process will be carried out by pharmacists to show drug stock planning according to the needs in the service room, which will then be ordered to drug distribution”.

4.1.3. The Process of Procurement of Drugs at the Pharmacy Installation of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province

The results of interviews about the drug procurement process at the Pharmacy Installation of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province, which were explained by the participants were as follows:

1. Participant 1: “Procurement of drugs starts from the submission process at the pharmacy warehouse which is useful in checking the remaining stock of depleted goods, which is recorded in the defect sheet and then submitted to the head of the pharmacy installation to estimate drug needs by looking at the use of previous drugs and the remaining stock of existing drugs, before making The order letter from the logistics sub-section checks directly to the pharmacy warehouse to see if the remaining stock is in accordance with the data created by the pharmacy warehouse after being verified by the new head of the logistics sub-section, the head of the pharmacy installation”.
2. Participant 2: “The sheet that the pharmacist or pharmacist assistant has recorded is then handed over to the drug distribution section, then the drug will be delivered to the pharmacy warehouse in accordance with the existing plan and the stock availability is calculated again”.
3. Participant 3: “Drugs that have been ordered are then delivered to the pharmacy warehouse, which will then calculate the stock of drug availability”.
4. Participant 4: “Estimated drug needs by looking at the previous use of drugs and the remaining stock of existing drugs, before making an Order Letter from the logistics sub-section check directly to the pharmacy warehouse to see if the remaining stock is in accordance with the data created by the

pharmacy warehouse after being verified by the head the next logistics sub-section will calculate the stock of drug availability”.

5. Participant 5: “The sheet that the pharmacist or pharmacist assistant has recorded is then handed over to the drug distribution section. The ordered drug is then delivered to the pharmacy warehouse, where the stock of drug availability will then be calculated”.

4.1.4. Drug Storage Process at the Pharmacy Installation of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province

The results of interviews about the drug storage process at the Pharmacy Installation of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province, which were explained by the participants were as follows:

1. Participant 1: “Drugs that have arrived at the pharmacy warehouse will then be stored according to the name of the drug, type of drug, size of the drug, and whether the drug should be stored in the refrigerator or outside the refrigerator”.
2. Participant 2: “After the drug distributor comes to the pharmacy warehouse, then the drug is checked for the amount of stock and selected according to the type of drug, size, and use so that it does not violate the existing rules”.
3. Participant 3: “Drugs are stored according to the name of the drug, the type of drug, the size of the drug, and selected to be distributed to service units that need it”.
4. Participant 4: “Drugs are stored according to the name of the drug, the type of drug, the size of the drug, and selected to be distributed to service units that need it”.
5. Participant 5: “The drug distributor comes to the pharmacy warehouse, then the drug is checked for the amount of stock and selected according to the type of drug, size, and use so that it does not violate existing rules”.

4.1.5. Drug Distribution Process at the Pharmacy Installation of Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province

The results of interviews about the process of distributing drugs at the Pharmacy Installation of the Bakti Timah Hospital in Pangkal Pinang, Bangka Belitung Islands Province, which were explained by the participants were as follows:

1. Participant 1: “Drugs that have been entered in the pharmacy warehouse will then be used until the stock runs out to the service department that requires drugs and becomes drug stock in certain rooms according to service needs”.
2. Participant 2: “In the process of distributing drugs, the pharmacy department will provide drugs according to the needs of the room and then check the availability of drugs in the room and the expiration period”.
3. Participant 3: “Distribution is carried out after the pharmacist and pharmacist assistant receives data from each service room according to service needs and then recalculate the stock of drug availability”.
4. Participant 4: “Drugs that have entered the pharmacy warehouse which will then be selected according to the needs of each room and then will be handed over to each room and will be checked again for the presence of drug stock at a later stage”.
5. Participant 5: “Distribution is carried out after the pharmacist and pharmacist assistant receives data from each service room according to service needs and then recalculate the stock of drug availability, then it will be handed over to each room and will be checked again for the presence of drug stock”.

4.2. Discussion

Based on the results of interviews conducted with research participants, it was found that in the drug planning process at the Bakti Timah Pinang Hospital Pharmacy Installation, each service room must compile a list of drug needs by taking into account consumption data and data on the amount of existing stock. The list of needs is sent to the assistant chief pharmacist, then the assistant chief pharmacist of the installation recaps all the proposed rooms assisted by the assistant chief pharmacist, after that it is proposed to the head of the pharmacy installation, after the head of the pharmacy installation makes a budget after these things are

completed then the report is signed by the director, after that, it is then given to the drug ordering distributor to complete the drug stock in accordance with the order given. The drug budgeting process at the Bakti Timah Pinang Hospital Pharmacy Installation, namely the budgeting process, will be carried out by pharmacists to show the drug stock planning that has been done previously, if it has been approved by the leadership of the hospital then orders drugs according to what has been planned. The implementation of the drug budget has been calculated previously based on the need for drugs which is then forwarded into drug orders for additional drug stock. Budgeting is funds provided by the hospital to support drug management activities in pharmacy warehouses. The drug procurement process at the Bakti Timah Pinang Hospital Pharmacy Installation, namely the procurement of drugs starting from the submission process at the pharmacy warehouse which is useful in checking the remaining stock of depleted items recorded in the defect sheet and then submitted to the head of the pharmacy installation to estimate drug needs by looking at the previous use of drugs and the remaining stock of existing drugs, before making an order letter from the logistics sub-section, checking directly to the pharmacy warehouse to see if the remaining stock is in accordance with the data created by the pharmacy warehouse after being verified by the head of the new logistics sub-section, the head of the pharmacy installation.

Procurement is one of the activities to realize the planning and determination of drug needs in hospitals. According to the Minister of Health Number 63 of 2014 concerning drug procurement based on electronic catalogs, drug procurement by work units in health midwives, both central and regional, and first-level health facilities (FKTP) or advanced level facilities (FKTL). Based on article 110 of presidential regulation number 54 of 2010 regarding the procurement of government goods/services as last amended by presidential regulation number 70 of 2012, a drug procurement method was developed through the drug e-purchasing system. Procurement of drugs by work units in the health sector, both central and regional, and FKTP or FKRTL can be carried out as follows: a. Procurement of drugs available in the electronic catalog list of the national procurement portal using the electronic purchase method (e-purchasing), b. If what is needed is not contained in the electronic catalog, the procurement process follows other methods as regulated in presidential regulation number 54 of 2010 concerning government procurement of goods/services as last amended by presidential regulation number 70 of 2012. The process of storing drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely drugs that have come to the pharmacy warehouse, then they will be stored according to the name of the drug, type of drug, drug size, and selected. whether the drug must be in the refrigerator or outside the refrigerator. After the drug distributor comes to the pharmacy warehouse, then the drug is checked for the amount of stock and selected according to the type of drug, size, and use so that it does not violate existing rules.

Storage is a security activity for drugs that are received so that they are not lost, avoid physical and chemical damage, and their quality is guaranteed. The process of storing drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely drugs that have been entered into the pharmacy warehouse, they will then be used until the stock runs out to the service department that requires drugs and becomes drug stock in the room. according to service needs. In the process of distributing drugs, the pharmacy department will provide drugs according to the needs of the room and then check the availability of drugs in the room and the expiration period.

V. CONCLUSION

Based on the results of the research that has been carried out and have been presented in the previous chapter can be concluded as follows:

1. Drug Planning at the Pharmacy Installation of the Bakti Timah Hospital, Pangkal Pinang, Bangka Belitung Islands Province, i.e. Each service room must compile a list of drug needs by taking into account consumption data and existing stock data. The list of needs is sent to the assistant chief pharmacist, then the assistant chief pharmacist of the installation recaps all the proposed rooms assisted by the assistant chief pharmacist, after that it is proposed to the head of the pharmacy installation, after the head of the pharmacy installation makes a budget after these things are completed then the report is signed by the director, after

that, it is then given to the drug ordering distributor to complete the drug stock in accordance with the order given.

2. The process of budgeting drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely In the budgeting process, this will be carried out by pharmacists by showing the drug stock planning that has been carried out previously, if it has been approved by the hospital leadership, then drug orders are made according to what has been planned. The implementation of the drug budget has been calculated previously based on the need for drugs which is then forwarded into drug orders for additional drug stock.

3. The process of procuring drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely the procurement of drugs starting from the submission process at the pharmacy warehouse which is useful in checking the remaining stock of depleted goods, recorded in the defect sheet and then submitted to the head of the pharmacy installation to estimate drug needs by looking at previous use of drugs and the remaining stock of existing drugs, before making an order letter from the logistics sub-section, check directly to the pharmacy warehouse to see if the remaining stock is in accordance with the data made by the pharmacy warehouse after being verified by the head of the new logistics sub-section head pharmacy installation.

4. The process of storing drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely drugs that have come to the pharmacy warehouse then will be stored according to the name of the drug, the type of drug, the size of the drug, and it is chosen whether the drug should be in the refrigerator or outside the refrigerator. After the drug distributor comes to the pharmacy warehouse, then the drug is checked for the amount of stock and selected according to the type of drug, size, and use so that it does not violate existing rules.

5. The process of storing drugs at the Pharmacy Installation of the Bakti Timah Pinang Hospital, namely drugs that have been entered into the pharmacy warehouse will then be used until the stock runs out to the service department that requires drugs and becomes drug stock in certain rooms according to service needs. In the drug distribution process, the pharmacy department will provide drugs according to the needs of the room and then check the availability of drugs in the room and the expiration period.

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