

Implementation Of Minimum Service Standards (Mss) In The Pharmaceutical Field At Pharmaceutical Installations At Royal Prima Hospital

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Abstract

Minimum Service Standards (MSS) are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum. With the preparation of MSS, it is hoped that it can help implement the implementation of Minimum Service standards in hospitals. Knowing the implementation of minimum service standards (MSS) for the pharmaceutical hospital in the pharmacy installation of Royal Prima Hospital. The type and design of this research are qualitative. The population in this study was 5 informants. The results showed that the minimum service standards consisting of medication errors, writing drugs according to the formulary, patient satisfaction, and waiting time for drugs had been carried out at Royal Prima Hospital. Based on the results of research on the implementation of minimum service standards (MSS) for the pharmacy sector at the pharmacy installation of Royal Prima Hospital, it can be concluded that the minimum service standards consist of medication errors, drug writing according to the formulary, patient satisfaction and waiting time for drugs have been carried out. at the Royal Prima Hospital.

Keywords: *Minimum service standard (MSS) for pharmacy in the hospital, Pharmacy installation.*

I. INTRODUCTION

The development of the hospital is currently undergoing a major transformation. Currently, hospitals are in a global and competitive environment, including competing with alternative health services. In such circumstances, hospital services should be managed based on ethical management concepts. Without a clear management concept, the development of hospitals in Indonesia will be slow. This can be seen from the financial aspect of the hospital (Trisnantoro, 2018). Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations to achieve definite results to improve the quality of life of patients (PMK RI, 2018). The quality of pharmaceutical services in hospitals affects the level of patient satisfaction with the services provided by pharmacy staff in drug services to patients. Service quality is a very important factor that will affect hospital accreditation. The service provides satisfaction to the patient or every user of the health service. One of the health facilities that provide health services to the community is a hospital. The existence of good quality health services will improve the standard of living of the community (Rikomah, 2017).

Minimum Service Standards (MSS) in the field of Health are provisions regarding the Type and Quality of Basic Services which are Mandatory Government Affairs that every citizen has the right to obtain at a minimum (SPM, 2016). Minimum Service Standards (MSS) are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum. With the preparation of the MSS, it is hoped that it can help implement the implementation of Minimum Service Standards in Hospitals (Rikomah, 2017). Based on the initial survey conducted by researchers at Royal Prima Hospital Medan, several indicators of minimum service standards at Royal Prima Hospital Medan were found, namely the incidence of medication errors, customer satisfaction, prescription writing in accordance with the formulary, waiting time for service, but in pharmacy services, this has not worked properly. maximum. Based on the above background, the researcher is interested in conducting research on the analysis of the implementation of the minimum service standard (MSS) for the pharmaceutical hospital in the pharmacy installation of Royal Prima Hospital.

II. LITERATURE REVIEW

2.1. Minimum Service Standards (MSS) for Pharmacy

Minimum Service Standards are provisions regarding the type and quality of minimum basic services which are mandatory government affairs that every citizen has the right to obtain (PMK, 2019). Pharmaceutical Service Standards are benchmarks used as guidelines for pharmaceutical staff in providing pharmaceutical services. The purpose of setting standards for pharmaceutical services in hospitals is to improve the quality of pharmaceutical services, ensure legal certainty for pharmaceutical staff, and protect patients and the public from irrational use of drugs in the context of patient safety. (PMK RI, 2014).

2.2. Pharmaceutical Services

Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations to achieve definite results to improve the quality of life of patients (PMK, 2016). Pharmaceutical service is a direct and responsible service to patients related to the availability of pharmaceuticals to achieve definite results to improve the quality of life of patients (PMK, 2014).

According to Ginting (2019), the goals of pharmaceutical services in hospitals are as follows:

1. To be of quality, benefit, safety, and efficacy of pharmaceutical preparations and medical devices.
2. To become legal certainty for pharmaceutical personnel.
3. Protecting patients, the public, and staff from irrational use of drugs in the context of patient safety to become a pharmaceutical service system and safer drug use (medication safety).
4. Reducing the number of errors in the use of drugs proposed for education and training programs.
5. Supervise the pharmacy and pharmacy warehouse.
6. Assessing the performance and competence of subordinates under their responsibility. Pay attention to the welfare of the staff under his responsibility, to increase morale.
7. Accommodate and provide solutions regarding complaints or complaints from patients that cannot be handled by their subordinates.

2.3. Management of Pharmaceutical Preparations

Management of pharmaceutical preparations, medical devices, and consumable media materials, including selection, requirements planning, procurement, receipt, storage, distribution, destruction and withdrawal, control, and administration (PMK, 2014).

2.4. Clinical Pharmacy Services

According to PMK 2014 Regulation of the Minister of Health of the Republic of Indonesia number 58 of 2014 concerning pharmaceutical service standards in hospitals, where clinical pharmacy services include assessment and prescription services, drug use history tracing, drug reconciliation, drug information services (PIO), counseling, visit, monitoring drug therapy (PTO), monitoring drug side effects (MESO), evaluating drug use (EPO), dispensing sterile preparations, and monitoring blood drug levels (PKOD).

2.5. Pharmacy Service Management in Hospitals

Management of pharmaceutical services in hospitals is an inseparable part of the hospital health service system that is oriented to patient care, providing quality and affordable pharmaceutical preparations, medical devices, and medical consumables for all levels of society (Irmawati, 2014).

According to Noviani (2020) Broadly speaking, regulations in pharmaceutical services include pharmaceutical service policies, pharmaceutical service guidelines/guidelines, and Standard Operating Procedures (SPO).

2.6. Hospital

Hospitals are health service institutions that provide complete individual health services that provide inpatient, outpatient, and emergency services (PMK, 2017). According to the World Health Organization (WHO), the hospital is an integral part of a social and health organization with the function of providing complete (comprehensive) services, curing disease (curative), and disease prevention (preventive) to the community. The hospital is also a training center for health workers and a medical research center (Rikomah, 2017).

Hospitals are obliged to improve the quality and maintain hospital service standards through the implementation of good hospital quality management (PMK RI, 2020). While the rights of the hospital (Rikomah, 2017) are as follows:

1. Determine the number, type, and qualification of human resources in accordance with hospital clarification.
2. Receive service fees and determine incentive remuneration and awards in accordance with the provisions of laws and regulations.
3. Cooperating with other parties to develop services.
4. Receive assistance from other parties in accordance with the provisions of the legislation.
5. To sue the party causing the loss.
6. Obtain legal protection in carrying out health services.
7. Promote existing health services at the Hospital in accordance with the provisions of the legislation.
8. Get tax incentives for public hospitals and hospitals designated as teaching hospitals.

III. METHODS

The type and design in this research are qualitative, namely to dig up information about the implementation and the analysis of the implementation of the minimum service standard (MSS) in the pharmaceutical hospital in the pharmacy installation of the Royal Prima Hospital. The research location was conducted at the Royal Prima Hospital, Medan. The research was conducted in April 2021. The population and sample in this study amounted to 5 people, namely the Director of Medical Services, Head of Pharmacy Installation, Head of Pharmacy Warehouse, Pharmacists, and Pharmacist Assistants at Royal Prima Hospital Medan. In this study, the techniques used in the data collection method were direct observation, in-depth interviews, documentation, and literature review.

Data collection techniques are carried out using observation to collect data by conducting direct observations of things that are considered necessary and related to the object of research, interviews conducted through direct questions and answer to the research sample, and questionnaires with respondents from parties related to the problem. researched. The method of data analysis was carried out by compiling, discussing, and evaluating data and the results of interviews/observations regarding the analysis of the implementation of the minimum service standard (MSS) for the pharmaceutical hospital in the pharmacy installation of the Royal Prima Hospital. Researchers used qualitative data analysis methods to describe phenomena based on the point of view of the informants, finding various realities. The elements of qualitative data analysis (Helaluddin, 2019) are as follows:

1. This study focuses on the authenticity and naturalness of the data.
2. The key instrument in a qualitative study is the researcher himself
3. Conduct intensive interactions in the field
4. The research data is in the form of words, pictures, and videos and is not related to the quantity in the form of dominant numbers.
5. Using an inductive approach
6. The results of the study are more focused on the meaning or value.

IV. ANALYZE AND RESULT

4.1. Director of Medical Services

According to the results of the researcher's interview with the director of medical services, it can be concluded that there are no errors in drug administration, patient satisfaction is not satisfied with pharmaceutical services, prescriptions are made according to the formulary, long waiting time for drugs up to 4 hours because pharmacy still applies a one-door system. In this case, the Royal Prima Hospital Medan has not been able to fully implement the MSS that has been determined by the Minister of Health in accordance with the provisions that have been determined for hospitals, especially in pharmaceutical services at the Royal Prima Hospital Medan.

4.2. Head of Pharmacy Installation

According to the results of the researcher's interview with the head of the pharmacy installation, it can be concluded that there was an error in drug administration, according to patient satisfaction there were those who were satisfied and dissatisfied with pharmaceutical services, prescription writing according to the formulary had been done and the average waiting time for drugs was still long. In this case, the Royal Prima Hospital Medan has not been able to fully implement the MSS that has been determined by the Minister of Health in accordance with the provisions that have been determined for hospitals, especially in pharmaceutical services at the Royal Prima Hospital Medan.

4.3. Head of Pharmacy Warehouse

According to the results of the researcher's interview with the head of the pharmacy warehouse, it can be concluded that there are still medication errors, based on patient satisfaction there are patients who are satisfied and dissatisfied, based on writing prescriptions according to the formulary, there are still doctors who write prescriptions outside the formulary and based on the waiting time for drugs that are appropriate and done. In this case, the Royal Prima Hospital Medan has not been able to fully implement the MSS that has been determined by the Minister of Health in accordance with the provisions that have been determined for hospitals, especially in pharmaceutical services at the Royal Prima Hospital Medan.

4.4. Royal Prima Pharmacy Pharmacist

According to the results of the researcher's interview with the Royal Prima pharmacist, it can be concluded that there are still medication errors, patient satisfaction varies, prescription writing according to the formulary, and there are still some doctors who write prescriptions that are not in accordance with the formulary, and according to the average waiting time the longest 20 minutes for concoction drugs and if non-concoction 5-10 minutes. In this case, the Royal Prima Hospital Medan has not been able to fully implement the MSS that has been determined by the Minister of Health in accordance with the provisions that have been determined for hospitals, especially in pharmaceutical services at the Royal Prima Hospital Medan.

4.5. Royal Prima Hospital Pharmacist Assistant

According to the results of interviews by researchers with pharmacist assistants, it can be concluded that there are still several medication errors, according to patient satisfaction, patients are satisfied and dissatisfied, according to prescription writing according to the formulary, it is appropriate and according to the average waiting time below 30 minutes. In this case, the Royal Prima Hospital Medan has not been able to fully implement the MSS that has been determined by the Minister of Health in accordance with the provisions that have been determined for hospitals, especially in pharmaceutical services at the Royal Prima Hospital Medan.

V. CONCLUSION.

Based on the results of interviews that researchers conducted with respondents, it can be concluded that the minimum service standards consist of:

1. Based on medication errors, there are still medication errors that occur at the Royal Prima Hospital Medan in providing services to patients, whether caused by the wrong dose or the wrong drug given where the spelling name of the drug is the same but the function of the drug is different.
2. Based on the writing of drugs according to the formulary, there are still some doctors who still write prescription drugs that are not in accordance with the formulary in providing services to patients, both inpatient and outpatient.
3. Based on patient satisfaction, there are still patients who are dissatisfied with pharmaceutical services because of the long waiting time for drugs caused by several factors, namely empty drugs, unclear doctor's writing so that they must be reconfirmed by the doctor so that it requires a long waiting time for drugs.
4. Based on the waiting time for drugs at the Royal Prima General Hospital, Medan there are still some prescriptions that do not meet the pharmaceutical MSS where there are some non-concoction recipes that take a waiting time > 30 minutes and there are some concoction drugs that are more than 60 minutes, where several factors are dating from drug vacancies and confirm prescriptions to the doctor.

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