

**POLITEKNIK KESEHATAN KEMENKES TANJUNGPURUNING
JURUSAN FARMASI
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Putu Rara Tretilia

Gambaran Tingkat Kepatuhan Minum Obat Dan Kepuasan Pasien Hipertensi Rawat Jalan di Poliklinik Penyakit Dalam Rumah Sakit Advent Bandar Lampung Tahun 2024

Xviii + 124 halaman, 14 tabel, 4 gambar, dan 17 lampiran

ABSTRAK

Hipertensi merupakan faktor risiko utama untuk penyakit jantung koroner, penyakit ginjal kronis, stroke iskemik, serta hemoragik. Jika hipertensi dibiarkan tidak terkontrol maka akan menyebabkan komplikasi yaitu gagal jantung, penyakit pembuluh darah perifer, gagal ginjal, perdarahan retina, gangguan penglihatan, stroke dan demensia. Kepatuhan pada pasien hipertensi sangat penting karena dapat mengontrol tekanan darah penderita. Selain itu, kepuasan pengobatan yang rendah diantara pasien hipertensi merupakan penghalang untuk mencapai tingkat kepatuhan pengobatan hipertensi.

Penelitian ini bertujuan untuk mengetahui tingkat kepatuhan dan kepuasan pasien hipertensi rawat jalan di poliklinik penyakit dalam Rumah Sakit Advent Bandar Lampung dengan menggunakan lembar kuesioner MMAS-8 dan PSQ-18. Metode penelitian ini menggunakan rancangan deskriptif kuantitatif dengan teknik pengambilan sampel menggunakan *quota sampling* dengan jumlah 100 sampel. Hasil penelitian kepatuhan minum obat pasien hipertensi rawat jalan berdasarkan MMAS-8 yaitu pasien dengan kategori patuh sebanyak 25%, dan pasien dengan kategori tidak patuh sebanyak 75%. Kepuasan pasien hipertensi berdasarkan kuesioner PSQ-18 didapatkan seluruh responden memiliki kategori puas terhadap pelayanan di Rumah Sakit Advent Bandar Lampung sebanyak 100%.

Kata kunci : Hipertensi, Kepatuhan Minum Obat, MMAS-8, Kepuasan, PSQ-18
Daftar Bacaan : 56 (2008-2024)

**HEALTH POLYTECHNIC OF THE MINISTRY OF HEALTH
TANJUNGPUR
DEPARTMENT OF PHARMACY
Final Project Report, July 2024**

Putu Rara Tretilia

Overview of the Level of Medication Adherence and Satisfaction of Outpatient Hypertension Patients at the Internal Medicine Polyclinic of Bandar Lampung Adventist Hospital in 2024

Xviii + 124 pages, 14 tables, 4 figures, and 17 appendices

ABSTRACT

Hypertension is a major risk factor for coronary heart disease, chronic kidney disease, ischemic stroke, and hemorrhagic stroke. If hypertension is left uncontrolled, it will cause complications such as heart failure, peripheral vascular disease, kidney failure, retinal hemorrhage, visual impairment, stroke and dementia. Compliance in hypertensive patients is very important because it can control the patient's blood pressure. In addition, low treatment satisfaction among hypertensive patients is a barrier to achieving hypertension treatment adherence.

This study aims to determine the level of compliance and satisfaction of outpatient hypertension patients at the internal medicine polyclinic of Bandar Lampung Adventist Hospital using MMAS-8 and PSQ-18 questionnaire sheets. This research method uses a quantitative descriptive design with a sampling technique using *a sampling quota* with a total of 100 samples. The results of the study on medication adherence in outpatient hypertension patients based on MMAS-8 were patients with the compliant category as much as 25%, and patients with the non-compliance category as much as 75%. The satisfaction of hypertension patients based on the PSQ-18 questionnaire was obtained by all respondents who were satisfied with the service at Bandar Lampung Adventist Hospital as much as 100%.

Keywords : Hypertension, Medication Compliance, MMAS-8, Satisfaction,
PSQ-18

Reading List : 56 (2008-2024)