

POLITEKNIK KESEHATAN TANJUNGPUR
JURUSAN FARMASI
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**Analisis Waktu Tunggu Pelayanan Resep Rawat Jalan di Instalasi Farmasi
RSUD Alimuddin Umar Kabupaten Lampung Barat Tahun 2025**

xviii + 98 halaman, 8 tabel, 5 gambar dan 14 lampiran

ABSTRAK

Pelayanan kefarmasian yang optimal merupakan indikator penting dalam kualitas layanan rumah sakit. Salah satu tolak ukur pelayanan farmasi adalah waktu tunggu resep. Penelitian ini bertujuan untuk menganalisis waktu tunggu pelayanan resep obat jadi dan racikan bagi pasien BPJS dan umum di Instalasi Farmasi Rawat Jalan RSUD Alimuddin Umar Kabupaten Lampung Barat tahun 2025, serta menilai kesesuaiannya dengan Standar Pelayanan Minimal (SPM) sesuai Keputusan Menteri Kesehatan RI Nomor 129 Tahun 2008. Penelitian ini menggunakan metode observasional dengan pendekatan kuantitatif dan analisis deskriptif. Data diperoleh melalui observasi langsung dan wawancara terhadap 200 resep, terdiri dari 100 resep pasien BPJS dan 100 resep pasien umum. Hasil menunjukkan bahwa 98% resep telah memenuhi standar waktu tunggu, dengan rata-rata waktu tunggu obat jadi 7,62 menit (BPJS) dan 6,36 menit (umum), serta obat racikan 22,66 menit (BPJS) dan 17,22 menit (umum). Hanya sebagian kecil resep racikan pasien BPJS yang melebihi batas standar. Faktor-faktor yang mempengaruhi waktu tunggu antara lain jumlah sumber daya manusia (SDM), sarana prasarana, jenis resep, kelengkapan data resep, dan ketersediaan stok obat. Penelitian ini menunjukkan bahwa pelayanan farmasi di RSUD Alimuddin Umar telah berjalan sesuai standar, namun tetap perlu evaluasi berkelanjutan untuk peningkatan mutu layanan.

Kata kunci : Waktu tunggu, resep, instalasi farmasi, RSUD Alimuddin Umar, analisis

Daftar Bacaan : 24 (2006-2024)

POLITEKNIK KESEHATAN TANJUNGPUR
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***Analysis of Waiting Time for Outpatient Prescription Services at the Pharmacy
Installation of RSUD Alimuddin Umar, West Lampung Regency in 2025***

xviii + 98 pages, 8 tables, 5 pictures and 14 attachments

ABSTRACT

Optimal pharmaceutical services are an important indicator of the quality of hospital services. One of the benchmarks of pharmaceutical services is the waiting time for prescriptions. This study aims to analyze the waiting time for prescription services for finished and mixed drugs for BPJS and general patients at the Outpatient Pharmacy Installation of RSUD Alimuddin Umar, West Lampung Regency in 2025, and to assess its compliance with the Minimum Service Standards (SPM) according to the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008. This study used an observational method with a quantitative approach and descriptive analysis. Data were obtained through direct observation and interviews with 200 prescriptions, consisting of 100 BPJS patient prescriptions and 100 general patient prescriptions. The results showed that 98% of prescriptions met the waiting time standards, with an average waiting time for finished drugs of 7,62 minutes (BPJS) and 6,36 minutes (general), and for mixed drugs of 22,66 minutes (BPJS) and 17,22 minutes (general). Only a small portion of BPJS patient prescriptions exceeded the standard limit. Factors that affect waiting time include the number of human resources (HR), facilities and infrastructure, types of prescriptions, completeness of prescription data, and availability of drug stock. This study shows that pharmaceutical services at RSUD Alimuddin Umar have been running according to standards, but continuous evaluation is still needed to improve service quality.

Keywords : *Waiting time, prescription, pharmacy installation, RSUD Alimuddin Umar, analysis*

Reading list : *24 (2006-2024)*