

## INTISARI

**HASANUDDIN, S., 2014, STRATEGI PENGEMBANGAN INSTALASI FARMASI BERBASIS EVALUASI AKREDITASI DENGAN MATRIKS DI RUMAH SAKIT UMUM PUSAT DR. WAHIDIN SUDIROHUSODO MAKASSAR SULAWESI SELATAN, TESIS, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.**

Meningkatnya mutu pelayanan kesehatan merupakan hasil dari interaksi struktur, proses dan luaran (pencapaian). Upaya peningkatan mutu pelayanan dilakukan oleh rumah sakit untuk memperoleh status akreditasi. Instalasi Farmasi merupakan bagian dari rumah sakit yang mempunyai peran yang sangat besar dalam pelayanan. Tujuan penelitian ini adalah untuk mengetahui tingkat kesesuaian tujuh standar pelayanan farmasi terhadap standar akreditasi dan strategi pengembangan Instalasi Farmasi dengan metode Matriks.

Penelitian ini menggunakan instrumen kuesioner Depkes dan wawancara informan utama sebanyak 29 orang dan informan kunci sebanyak 3 orang. Subyek pada penelitian ini adalah semua pegawai yang terlibat dan memiliki peran penting di instalasi farmasi RSUP Dr. Wahidin Sudirohusodo. Dilakukan penilaian tujuh standar kemudian dibandingkan antara informan dengan hasil observasi, setelah itu dianalisis strategi pengembangan dengan menggunakan metode Matriks.

Hasil penelitian menunjukkan bahwa terdapat selisih hasil penilaian standar akreditasi antara manajemen dan penggunaan obat staf IFRS (98,57%) dengan hasil observasi (89,04%). Dengan hasil ini, Instalasi Farmasi RSUP Dr. Wahidin Sudirohusodo perlu meningkatkan kinerja sesuai dengan standar akreditasi. Upaya strategi dan rencana pengembangan harus segera dilakukan antara lain pengembangan staf dan program pendidikan, meningkatkan evaluasi dan monitoring terhadap semua standar kinerja, menempatkan apoteker penanggungjawab di setiap bangsal, pelaporan kesalahan pengobatan, serta meningkatkan kerjasama dan komunikasi antara dokter, apoteker dan perawat yang berada di bangsal untuk meningkatkan keselamatan pasien

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Kata kunci : Standar akreditasi Rumah Sakit, strategi pengembangan Instalasi Farmasi, metode Matriks

## ABSTRACT

**HASANUDDIN, S., 2014, THE STRATEGIC ON DEVELOPING PHARMACY DEPARTMENT BY ACCREDITATION EVALUATING USING MATRIKS METHOD IN Dr. WAHIDIN SUDIROHUSODO GENERAL HOSPITAL, MAKASSAR SOUTH SULAWESI, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY SURAKARTA.**

Increasing the quality of health care is the result of the interaction of structure, process and outcomes (achievement). Efforts to improve the quality of services performed by hospitals to obtain accreditation. pharmacy installation is part of a hospital that has a large in service.. The aim of this research is to know the appropriateness level of seven pharmacy service standards to accreditation standard and strategy in developing pharmacy installation by using Hanlon method.

This research used instrument of Depkes questionnaire and interview the main informants 29 people and key informants 3 people. The subjects of this research were all staffs who involved and had important role in pharmacy installation RSUP Dr. Wahidin Sudirohusodo Makassar, south Sulawesi. It was done to assess seven standards then it was compared between informants and the result observation, after that it was analyzed the development strategy by using Matrix method.

The result showed that there was difference in accreditation standard assessment between management and drug use of IFRS staff (98,57%) with the observation (89,04%). From the result, the pharmacy department RSUP Dr. Wahidin Sudirohusodo need to improve performance in accordance with accreditation standards. Strategy and plan development efforts could be done through the staff development and education programs, improve evaluation and monitoring of all performance standards, putting the pharmacist in charge at each ward, reporting medication errors, as well as increasing the cooperation and communication among doctor, pharmacists and nurses who were in the ward to improve patient safety.

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Key words: Hospital standard accreditation, strategy pharmacy Department, Matrix method.