Lack Of Human Resources On The Waiting Time For Outpatient Pharmacy Services At Emanuel Klampok Hospital

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ABSTRACT

Pharmacy services are one of the health service units in hospitals that support the process of patient healing activities and the waiting time for pharmacy services is often a benchmark for patient satisfaction also an indicator of the quality of service of units and hospitals. In the survey of outpatient Pharmacy service waiting time for times where the patient is not too crowded, an average of 20 minutes for concoction and non-concoction drugs while for crowded patients the waiting time for services is an average of 2 hours for concoction and non-concoction drugs. The purpose of this study was to determine the extent of the relationship between the lack of Human Resources and the waiting time for Outpatient Pharmacy services at Emanuel Klampok Hospital. The type of research is quantitative with a research design with a Cross Sectional approach. Samples were taken on crowded days, namely Monday, Wednesday and Friday at 13.00 – 17.00 implementation date in August 2022 with a total of 320 samples of non-concoction drug prescriptions and 95 prescriptions of concoction drugs, the results of the study pointed to the lack of human resources during crowded hours making the waiting time for Outpatient Pharmacy services longer and the number of them complaints reduce patient satisfaction rates.

Keywords: Waiting Time, Lack of Human Resources, Patient Satisfaction.

1. Introduction

Pharmacy services are health service units in hospitals that support the process of patient healing activities and the waiting time for pharmacy services is often a benchmark for patient satisfaction which is also an indicator of the quality of service of units and hospitals.

Pharmacy Services is one of the services in the hospital that is expected to meet minimum service standards. according to the regulation of the Minister of Health (PMK) no. 72 of 2016 concerning the standard of pharmacy services in hospitals, it states that the hospital is a plenary individual health service institution. Which provides outpatient, inpatient and emergency services. Pharmaceutical services guarantee legal certainty for pharmaceutical personnel and protect the public from irrational use of drugs in the context of patient safety.

  Patient waiting time is one of the standards of pharmacy services in hospitals. The waiting time for non-concoction drugs is the grace time from the patient submitting a prescription until

receiving the minimum standard medicine set by the Ministry of Health, namely the finished drug 30 minutes, while the concoction drug service is 60 minutes (Minister of Health RI 2008).

Emanuel Hospital is a Private Hospital located in Klampok an hour's drive west from the city of Banjarnegara. Emanuel Hospital was established on May 31, 1970 as a medical center and on October 24, 1981, EMANUEL HOSPITAL was inaugurated by the Regent of Banjarnegara. Emanuel Hospital is one of 11 hospitals owned by the Christian Foundation for General Health (YAKKUM) based in Surakarta, with 179 beds.

Emanuel Hospital's outpatient pharmacy per day on average serves 300 non-concoction prescriptions and 50 recipes, many of which are the recipes served are also not evenly distributed in time, where rush hour starts at 10 – 12 o'clock then at 14 – 16 and also on Monday Wednesday Friday for 13 – 17 o'clock which is the most congested where on that day the number of prescriptions can reach 500. in outpatient pharmacy prescription services the waiting time can be up to 2 hours, the total number of pharmacy instalation personnel alone amounts to 34 people where 9 pharmacists, 10 people D3 pharmacy and 15 people Pharmacy assistant.

This study aims to see that pharmaceutical instalation lacks Human Resources on busy days and hours so that it is expected to help hospital management to take action or solutions so as to avoid from complaints from patients and families.

2. Research Methods

This research itself is an observational study with a cross sectional design. Data collection is carried out prospectively for 1 month, namely in August 2022. The population in the study was all outpatient prescriptions received at the Emanuel Hospital outpatient pharmacy depot on Mondays Wednesdays and Fridays. The inclusion and exclusion criteria for the population in this study were:
Inclusion criteria.:
- BPJS and General Prescriptions served at the outpatient pharmacy depot of Emanuel Hospital in August on Mondays Wednesdays and Fridays.
- A prescription consisting only of a concoction drug, a finished drug, or a combination of a finished drug and a concoction.

Exclusion criteria:
- Prescriptions for drugs that cannot be met because the stock of drugs does not exist or is out of stock.
- Prescriptions redeemed by employees of Emanuel Hospital.
- Executive clinic Recipe due to differences in services.
- A prescription whose delivery of the medicine is not the same as the day of receipt of the prescription

The sample used in this study was calculated using
Slovin formula:

$$n = \frac{N}{1 + Ne^2}$$

(1)

Information:

n = Sample

N = Total population

d = Desired level of confidence or precision, which is 95%

The number of prescriptions received during the solid hours of Monday, Wednesday and Friday during the month of August is:

Table 1. Number of recipes served in Solid time in August 2022

No	Types of recipes	Number of recipes	presentation
1	Non concoction	2460	95%
2	concoction	120	5 %
	total	2580	100 %

From the number of recipes and formulas above, the samples used in this study amounted to 320 non-concoction recipes and 95 recipe sheets of concoctions. Where the sampling technique is a simple random sampling at random.

Completing data on the human resources who are on duty during peak hours as well as other factors conducted an interview with the Pharmacist in charge of Emanuel Hospital.

Table 2. Schedule Of Outpatient Pharmacy Installations During Peak Hours

No	Pharmacist / D3 Pharmacy	Perekening	Attend
1	2 people	4 people	3 people

The outpatient pharmacy service of Emanuel Hospital has several grooves

- Reception prescription
- Verify Prescriptions
- Drug Preparation
- Giving Etiquette
- Drug Delivery

Verify this prescription as well as input to the BPJS system for JKN patients and payment accounts for general patients.

2.1 Data Collection

Data collection is carried out by direct observation of the waiting time from the submission of prescriptions from the patient or family to the outpatient pharmacy to the delivery of drugs to the patient or family, as well as interview. the data collected are primary data and secondary data.

- Primary Data

    Primary data were collected through observation the waiting time for prescription service is recorded in the waiting time recording form. To complete the shortcomings to find out the factors that affect the waiting time for prescription services, an interview was conducted with the pharmacist in charge at the hospital pharmacy installation. Emanuel. the question posed to the pharmacist in charge at the Emanuel Hospital pharmacy installation is what

are the factors that affect the waiting time for outpatient pharmacy prescription services at Emanuel Hospital, especially those related to Human resources.

● Secondary Data

Secondary data is obtained from RS. Emanuel is in the form of a review of the document of the SPO outpatient services data analysis by calculating the average patient waiting time based on observation data that has been collected using Microsoft Excel software.

3. Research Methodology

At each stage of the flow of the implementation of outpatient pharmacy prescription services at Emanuel Hospital, there are sometimes several problems that can affect the waiting time for outpatient pharmacy prescription services. At the stage of receiving and inputting prescription data, problems that often occur include limited computer systems / programs , patient data input into the BPJS system is sometimes constrained by the network so that sometimes it is done manually first, then incomplete patient data, or the presence of incompatibilities between patient data on prescriptions and on claim requirements, doctor's prescriptions that are difficult to read, selection of types and quantities of drugs and preparations. While on the delivery of drugs it is often long because only 2 pharmacists share where sometimes only 1 pharmacist when it comes to help prepare or verify the treatment.

Pharmacy Installations must have Pharmacists and pharmaceutical technical personnel who are in accordance with the workload and other supporting officers in order to achieve the goals and objectives of the Pharmacy Installation. The availability of the number of Pharmacists and Pharmaceutical Technical Personnel in hospitals is fulfilled in accordance with the provisions of hospital classification and licensing set by the Minister of Health.

Table 3. Average Time Of Outpatient Pharmacy Services Non-Concoction Prescriptions During Peak Hours

No	PROCESS FLOW	COMMON	JKN
1	Reception of recipes	0.5 minutes	0.5 minutes
2	Recipe Verification	100 minutes	60 minutes
3	Drug preparation	10 minutes	15 minutes
4	Etiquette giving	2 minutes	5 minutes
5	Drug delivery	10 minutes	25 minutes
	TOTAL	122.5 minutes	105.5 minutes

Table 4 Average Time Of Outpatient Pharmacy Services Prescription Concoctions During Peak Hours

No	PROCESS FLOW	UMUMJ	JKN
1	Reception of recipes	0.5 minutes	0.5 minutes
2	Recipe Verification	100 minutes	60 minutes
3	Drug preparation	25 minutes	35 minutes
4	Etiquette giving	2 minutes	5 minutes
5	Drug delivery	10 minutes	25 minutes
	TOTAL	137.5 minutes	125.5 minutes

From table 3 and table 4, it can be seen that the waiting time for outpatient pharmacy prescription services at Emanuel Hospital, both non-concoction prescriptions and concoction

prescriptions are   still far above the recommended waiting time services set by the minister of health are a maximum of 30 minutes for finished or non-concoction medicines and a maximum of 60 minutes for concoction drugs

Rs. Emanuel is a type C private hospital in banjarnegara district, java – temgah. The flow of prescription services in the hospital. Emanuel is already set up in the SPO. outpatient prescription services include prescription acceptance, prescription inputting, prescription screening, drug retrieval, stock card cutting, compounding of medications for prescription concoctions, writing etiquette. And before the delivery of medicine, the pharmacist who handed over the medicine explained and checked the medicine again to be handed over to the patient or family.

With several processes that must be carried out coupled with many recipes that must be served at the same time, the waiting time for prescription services increases. And the number of officers during peak service hours appears to be lacking. In addition, there are processes that require time such as verification and input to the BPJS system, which requires input officers to also increase the waiting time for prescription pharmacy care services.   Emanuel Hospital road and for other risk factors that cause the length of time the monument will be used by the author to make further research.

4. Results

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5. Conclusion

The average waiting time for outpatient pharmacy prescription waiters at Emanuel Hospital is still far from the time of prescription services set by the Minister of Health (permenkes 2008) obtained while waiting for outpatient pharmacy prescription services at Emanuel Hospital's outpatient pharmacy prescription for finished or non-concoction drugs 122.5 minutes for general patients and 105.5 minutes for JKN patients. Meanwhile, for the prescription of tunngu time concoction for 137.5 minutes for general patients and 125.5 minutes for JKN patients

 The lack of human resources or officers during high hours makes the service waiting time longer, because all process flows must be carried out. And also officers who have less competence so that to help with work or flow that requires competence cannot be transferred or done by other officers.

Suggestion:

- It is necessary to add officers during peak hours with good schedule management.
- The number of pharmacy installation staff is quite large but for personnel who meet the competence is still lacking so it is necessary to upgrade the pharmacy staff.

- For officers who distribute drugs at least 3 people to reduce the waiting time on the medicines that have been prepared to be divided, but wait because the officers who distribute are less.
- The addition of special polys such as executive polys is also required by different officers because of the specificity of the service which must be fast.

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