
Evaluation Of Waiting Time For Pediatric Patients At HKBP Balige General Hospital

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Abstract

According to the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008 concerning Minimum Hospital Service Standards that for mixed prescriptions is ≤ 60 , and for non-concocted prescriptions is ≤ 30 . This study was conducted to determine the average waiting time for mixed and non-concocted prescription services. for pediatric patients at HKBP Balige General Hospital with Minimum Service Standards of the Indonesian Ministry of Health. This research is a descriptive study using the observational method of concoction prescriptions and non-concoctions prescriptions for outpatients at the Pharmacy Installation of RSU HKBP Balige for the period of July 2022. The average result of waiting time for the fastest concoction prescription is 41 minutes and the longest is 60 minutes, while the average result waiting for the fastest non-concoction recipe is 22 minutes and the longest is 36 minutes. The waiting time for mixed and non-concoction prescription services for pediatric patients at the Pharmacy Installation of HKBP Balige General Hospital has met the specified requirements. For future researchers, this can be supplemented by the level of patient satisfaction with the quality of drug prescription services based on waiting time.

Keywords: *Waiting Time, Concoction Recipes, Non-Concoction Recipes, Minimum Service Standards*

INTRODUCTION

Health is the most basic need for every human being. Increased public knowledge and people's standard of living make public awareness of the importance of quality health also continues to increase. This causes the community's need for health service facilities to also increase. One of the health service facilities that are referred to by the community is a hospital. Hospital is a health service institution that organizes complete individual health services that provide inpatient, outpatient and emergency services (Permenkes No. 72, 2016).

Hospital Minimum Service Standards 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 and also constitutes a technical specification regarding minimum service benchmarks provided by public service agencies to the community. In order to achieve complete service in every service at the hospital, it is expected to be able to meet the Minimum Service Standard (Purwandari et Al, 2017).

Hospital pharmacy services are one of the activities in the hospital that supports the achievement of quality health services. Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical preparations which include drugs, medicinal ingredients, traditional medicines and cosmetics with the aim of achieving definite results to improve the patient's quality of life. Therefore, it is necessary to have pharmaceutical service standards that aim to improve service quality, guarantee legal certainty for pharmaceutical staff, and protect patients and the public from irrational drug use in the context of patient safety (Permenkes No.56, 2014).

Pharmacy services have quality and provide satisfaction to patients, so the hospital must pay attention to several aspects that can create and improve the quality of its pharmaceutical services. Aspects that affect the quality of these services are reliability, responsiveness, assurance, empathy,

and tangibles. Many prescription services result in longer waiting times and have an impact on the level of patient satisfaction and affect the patient's interest in returning to use the services of the pharmacy. The lack of staff in the pharmacy and the many jobs such as finding and returning medicines, making labels and packing medicines and delivering medicines will make a pharmacist do two jobs at the same time, which causes problems and increases the waiting time for prescription services (Toreh et al., 2020).

Factors that influence the quality of prescription services are the patient's waiting time with perceived service. The waiting time for prescription service is the time period from the time the patient hands over the medicine until he receives the medicine. Based on the provisions of Permenkes No. 129/Menkes/SK/2008 concerning Hospital Minimum Service Standard services, namely for non-concoction drugs ≤ 30 minutes and concoction drugs ≤ 60 minutes (Menkes, 2008). Prescription service is the final point in the health care process for patients, so an overview of waiting time for prescription services for pediatric patients at HKBP Balige General Hospital is needed.

RESEARCH METHODS

Design This research is a descriptive research with a prospective approach, namely analyzing only at the description level or only describing the state of the object under study. This study aims to describe the waiting time for pediatric prescription services at HKBP Balige General Hospital for the July 2022 period. The sampling method used is the accidental sampling technique with outpatient pediatric prescription criteria served at HKBP Balige General Hospital. The population referred to in this study is a prescription sheet containing prescriptions for children (pediatrics) and non-concoctions for children (pediatrics) during the period July 2022. This accidental sampling was carried out by taking all existing or available pediatric outpatient prescriptions. The data collection technique in this study was through direct observation/observation with this research instrument using a Data Collection Sheet (LPD) which contained the patient's name and identity, the duration of time for receiving the prescription, processing the prescription, drug delivery, and the total prescription service time (minutes). The tools used in this study are using a clock as a tool for calculating time, a pen and using Microsoft Excel as an instrument to analyze the data obtained.

RESULTS AND DISCUSSION

Research on waiting time for pediatric prescription services at HKBP Balige General Hospital was carried out in July 2022. The subjects of this study were concoction drug prescriptions and non-concoction drug prescriptions. Recording of waiting times for concoction and non-concoction drug prescriptions was recapitulated every day on a special sheet, namely the long waiting time recording form in which 16 concoction drug prescriptions and 20 non-concoction drug prescriptions were obtained.

Waiting Time for Concoction Drug Service

From the results of the research that has been done, the waiting time for concoction drug services is stated in the following table:

Table 1. Waiting Time for Pediatric Prescription Drug Services

Day	Number of Prescription Drug Concoctions	Average Waiting Time (Minutes)
1	4	49 minutes
2	1	52 minutes
3	1	41 minutes
4	3	60 minutes
5	3	60 Minutes
6	4	55 Minutes
Total recipe	16 recipe	
Time average		53 Minutes

Based on table 1, the overall average waiting time for the concoction drug is 53 minutes. The average waiting time for the longest concoction recipe was 60 minutes and the average waiting time for the fastest concoction recipe was 41 minutes.

Waiting Time for Non-Concoction Drug Prescription Services

From the results of the research that has been done, the waiting time for non-concoction drug services is stated in the following table:

Table 2. Waiting Time for Non-Concoction Prescription Drug Services

Day	Number of Non-Concoction Drug Prescriptions	Average Waiting Time (Minutes)
1	1	36 minutes
2	4	27 minutes
3	5	28 minutes
4	4	22 minutes
5	3	25 minutes
6	3	31 minutes
Total recipe	20 recipe	
Time average		28 Minutes

Based on table 2, the overall average waiting time for non-concoction drugs is 28 minutes. The average waiting time for the longest concoction recipe is 36 minutes and the average waiting time for the fastest non-concoction recipe is 22 minutes.

Discussion

Waiting time is the time the patient is waiting for, starting from the time the patient submits the prescription until the patient receives the drug. The patient gets a prescription from the doctor and then submits the prescription to the Pharmaceutical Technical Staff and that is when the prescription is received. The recipe is then dispensing. Dispensing is the time when the recipe begins to be worked on. Drug delivery, namely when the pharmacist has checked the medicine prepared by the Pharmaceutical Technical Staff and then handed it over to the patient (Muafiah, 2019)

Based on table 1, the waiting time for concoction prescription services with a total of 16 prescription sheets, obtained the longest average waiting time for concoction drug services, namely 53 minutes due to a lack of pharmaceutical technical personnel resulting in the service process to patients not being optimal, due to the large number of prescriptions resulting in accumulation prescriptions that have an impact on the preparation of drugs and illegible prescriptions also cause

long waiting times for concoction recipes because pharmacists still ask the doctor for a prescription. The average waiting time for the fastest concoction prescription service is 41 minutes because there are only a few prescriptions that come and the number of types of drugs requested in the prescription is not too much so that the process of preparing the concoction drug does not require that long (Afqary & Wiyanti, 2018).

Based on table 2, the waiting time for non-concoction drug prescription services with a total of 20 prescription sheets, obtained the longest average waiting time for non-concoction drug prescription services, namely 36 minutes due to the large number of drug items and not all of the drugs needed are available on the drug shelf so that it takes time to take drugs to the warehouse, and the lack of pharmaceutical technical personnel results in the service process for patients not being optimal resulting in a buildup of prescriptions which has an impact on drug preparation. The average waiting time for the fastest non-concoction drug prescription service is 22 minutes because all the drugs needed are already available on the medicine shelf and the number of drug items is not too many so that the preparation of non-concoction drugs does not require that long (Sari et al., 2021)

According (Utami, 2013) research from Muhamadiyah University Surakarta regarding the description of the waiting time for outpatients at the pharmacy installation at Surakarta Hospital in 2013, the results of the study of 351 prescriptions showed that the average waiting time for outpatients with finished drug services was 38.21 minutes with a median of 35 minute. The highest waiting time was outpatient with concoction drug service, which was 76 minutes and the lowest was 11 minutes, with details of 42.5%, the waiting time for outpatients ≤ 30 minutes with ready-made drug services totaling 149 prescriptions, and 57.5% of patient waiting time. outpatient care >30 minutes with concoction drug services totaling 202 prescriptions. According to his research, the factor that causes the waiting time for outpatients with drug prescription services to exceed the standard is whether or not pharmacy staff take long to serve prescriptions depending on the number of drugs made and the number of prescriptions received. The more the number of drug components in one prescription and the more prescriptions that come in at almost the same time, the longer it takes for the pharmacist to serve the finished drug prescription. Conversely, if the number of prescriptions received is small and the number of drug components in one prescription is small, the faster the pharmacy staff can serve the finished drug prescriptions. Prescriptions that have piled up are the determining factor for drugs to be handed over to outpatients for a long time (Indrayani, 2020).

In this study, the overall average waiting time for concoction prescription services was 53 minutes, the overall average result for waiting time for non-concoction drug services was 28 minutes, these results still met the minimum service standards in hospitals with waiting time for pharmaceutical services for drugs. non-concoction ≤ 30 minutes and for concoction drugs ≤ 60 minutes, so that the HKBP Balige General Hospital has been said to be making optimal efforts

CONCLUSION

Based on the research results it can be concluded that the number of recipes examined in this study were 36 recipes consisting of 16 concoction recipes and 20 non-concoction recipes. The average waiting time for pediatric prescription services at the Pharmacy Installation of HKBP Balige General Hospital is the average waiting time for pediatric concoction prescriptions for 53 minutes and non-concoction pediatric prescriptions for 28 minutes. The average waiting time for mixed and non-concocted prescriptions in pediatric patients is in accordance with Permenkes Number 129 of 2008.

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