

Abstrak

ANALISIS KUALITATIF PERSEPSI APOTEKER TERHADAP PERAN DAN FAKTOR - FAKTOR YANG MEMPENGARUHI APOTEKER DALAM MELAKUKAN PELAYANAN KEFARMASIAN DI PUSKESMAS SELAMA PANDEMI COVID-19

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Latar Belakang: Peningkatan jumlah kasus terkonfirmasi positif COVID-19 terus-menerus terjadi. Hal ini membuat Indonesia perlu melakukan penguatan pelayanan kesehatan untuk pencegahan dan penanggulangan COVID-19 termasuk penguatan peran Apoteker di layanan kesehatan primer (Puskesmas). Penelitian ini bertujuan untuk mengeksplorasi persepsi Apoteker terhadap peran dan faktor yang mempengaruhi Apoteker dalam pelayanan kefarmasian di Puskesmas selama pandemi COVID-19.

Metodologi: Penelitian dilakukan menggunakan metode *non-experimental* kualitatif fenomenologis dengan wawancara mendalam. Informan diambil sampai data jenuh dan diperoleh 10 informan. Wawancara dilakukan secara *online* (*google meet, zoom meeting, telepon*). Keabsahan data melalui uji kredibilitas (*triangulasi waktu dan member checking*), uji transferabilitas (*uraian rinci*), uji dependabilitas dan uji konfirmabilitas dilakukan melalui audit dosen pembimbing. Hasil wawancara dianalisis dengan berfikir secara induktif.

Hasil dan Kesimpulan: Hasil penelitian menunjukkan bahwa peran Apoteker dalam pengelolaan sediaan farmasi dan farmasi klinis selama pandemi COVID-19 mengalami perubahan. Selain itu, Apoteker memiliki peran tambahan sebagai tim COVID-19 dan tim vaksinasi. Faktor pendukung pelayanan kefarmasian selama pandemi antara lain berupa bantuan (*material dan moril*), informasi terkait COVID-19 (*penyesuaian pelayanan pasien isolasi mandiri, isu terbaru vaksin COVID-19, pengelolaan vaksin*), perubahan pelaporan yang dialihkan menjadi *online*, penurunan jumlah pasien (*penerapan protokol kesehatan menjadi lebih efisien dan waktu tunggu pasien menjadi lebih cepat*), dan kemudahan sarana oleh pihak desa. Faktor penghambat pelayanan kefarmasian antara lain keterbatasan kontak langsung dengan pasien, penurunan jumlah pasien (*penumpukan obat dan pelayanan kefarmasian menjadi kurang optimal*), kesulitan pengadaan, keterbatasan sumber daya manusia, ketidakjujuran pasien dan minimnya informasi terkait COVID-19.

Kata kunci: Peran Apoteker, Puskesmas, Pelayanan kefarmasian, COVID-19, Analisis kualitatif.

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Abstract

QUALITATIVE ANALYSIS OF PHARMACIST'S PERCEPTIONS ON THE ROLES AND FACTORS AFFECTING THE PHARMACEUTICAL CARE IN PUBLIC HEALTH CENTERS DURING THE COVID-19 PANDEMIC

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Background: The number of positive confirmed cases of COVID-19 continues to increase. This makes Indonesia need to strengthen health services for the prevention and control of COVID-19, including strengthening the role of pharmacists in Public Health Centers (PHC). This study aimed to explore pharmacists' perceptions of the roles and factors that influence pharmacists in pharma care at PHC during the COVID-19 pandemic.

Methodology: The research was conducted using a phenomenological qualitative non-experimental method with in-depth interviews. Informants were taken until the data was saturated and 10 informants were obtained. Interviews were conducted online (google meet, phone zoom meeting). Validity of data through credibility test (time triangulation and member checking), transferability test (detailed description), dependability test and confirmability test through supervisor audit. The results of the interviews were analyzed by inductive thinking method.

Results and Conclusions: The results showed that the role of pharmacists in the management of pharmaceutical preparations and clinical pharmacy during the COVID-19 pandemic has changed. In addition, Pharmacists have additional roles as the COVID-19 team and vaccination team. Supporting factors for pharmaceutical services during the pandemic include assistance (material and moral), information related to COVID-19 (adjustment of self-isolation patient services, the latest issue of the COVID-19 vaccine, vaccine management), changes in reporting that are shifted to online, a decrease in the number of patients implementation of health protocols becomes more efficient and patient waiting times are faster), and the ease of facilities by the village. The inhibiting factors for pharmaceutical services include limited direct contact with patients, a decrease in the number of patients (accumulation of drugs and pharmaceutical services becomes less than optimal), difficulty in procurement, limited human resources, dishonesty of patients and lack of information related to COVID-19.

Keywords: The Role of Pharmacists, Community Health Centers, Pharmaceutical Services, COVID-19, Qualitative Analysis.

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