

ABSTRAK

ANALISIS KUALITATIF PERSEPSI APOTEKER TERHADAP PERAN DAN PERILAKU APOTEKER DI RUMAH SAKIT PADA MASA PANDEMI COVID-19

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Latar Belakang: Apoteker merupakan bagian dari tenaga kesehatan yang memiliki peran penting dalam upaya menghadapi COVID-19 di bidang pelayanan kefarmasian. Penelitian ini bertujuan untuk mengeksplorasi persepsi apoteker terhadap peran dan perilaku apoteker di rumah sakit dalam pelayanan kefarmasian selama pandemi serta faktor-faktor yang memengaruhi peran dan perilaku apoteker.

Metodologi: Penelitian dilakukan menggunakan metode kualitatif fenomenologis melalui wawancara mendalam secara daring menggunakan *zoom meeting*. Informan diambil hingga data jenuh. Keabsahan data melalui uji kredibilitas menggunakan *member checking*, uji dependabilitas dan uji konfirmabilitas melalui audit dosen pembimbing. Hasil wawancara dianalisis menggunakan metode analisis tematik.

Hasil: Delapan informan menjelaskan mengenai komitmen apoteker yang tinggi terhadap peran pentingnya sebagai tim tenaga kesehatan dalam memberikan pelayanan yang terbaik di bidang klinis dan manajerial. Apoteker melakukan adaptasi dalam pelayanan kefarmasian, memastikan terapi yang rasional bagi pasien COVID-19, dan menjamin ketersediaan Sediaan Farmasi, Alat Kesehatan, dan Bahan Medis Habis Pakai (BMHP) tetap terjaga termasuk pengelolaan hibah, pengelolaan vaksin dan terlibat dalam membuat kebijakan terkait APD. Apoteker juga melakukan strategi inovasi pelayanan kefarmasian yaitu penghantaran obat bagi pasien rawat jalan dan pelayanan telefarmasi. Apoteker dipengaruhi oleh faktor pendukung dan penghambat dalam melakukan pelayanan kefarmasian. Faktor pendukung peran dan perilaku apoteker yaitu kolaborasi interprofesional antara apoteker dengan tenaga kefarmasian, dukungan dari teman sejawat dan tenaga kesehatan, rumah sakit, pemerintah, donasi dan teknologi. Faktor penghambat peran dan perilaku apoteker yaitu kondisi pandemi yang tidak menentu, apoteker yang terpapar COVID-19 dan kesehatan mental apoteker dan tenaga kesehatan.

Kesimpulan: Apoteker berkomitmen untuk tetap memberikan pelayanan kefarmasian di masa pandemi dengan beberapa adaptasi dan dipengaruhi oleh faktor pendukung dan penghambat. Selain itu, apoteker memiliki peran dan layanan tambahan untuk meningkatkan kualitas pelayanan kesehatan di masa pandemi COVID-19.

Kata Kunci: Peran Apoteker, Pelayanan Kefarmasian, Rumah Sakit, COVID-19

ABSTRACT

QUALITATIVE ANALYSIS OF PHARMACIST'S PERCEPTIONS ON THEIR ROLES AND BEHAVIOR AT HOSPITAL DURING THE COVID-19 PANDEMIC

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Background: Pharmacists are part of health workers who have an important role in efforts to deal with COVID-19 in the field of pharmaceutical services. This study aimed to explore the pharmacist's perception of the role and behavior of pharmacists and the factors that influence the role and behavior of pharmacists in hospitals in pharmaceutical services during the COVID-19 pandemic.

Methods: The research was conducted using phenomenological qualitative methods through in-depth online interviews using zoom meetings. Informants were taken until the data was saturated. Validity of data through credibility test by member checking, dependability test and confirmability test through supervisor audit. The results of the interviews were analyzed by thematic analysis.

Result: Eight informants explained the pharmacist's high commitment to his important role as a team of health workers in providing the best service in clinical and managerial fields. Pharmacists adapt in pharmaceutical services, ensure rational therapy for COVID-19 patients, and ensure that the availability of Pharmaceutical Preparations, Medical Devices, and Consumable Medical Materials (BMHP) is maintained, including grant management, vaccine management and is involved in making policies related to PPE. Pharmacists also carry out pharmaceutical service innovation strategies, namely drug delivery for outpatients and telepharmaceutical services. Pharmacists are influenced by supporting and inhibiting factors in carrying out pharmaceutical services. Factors supporting the role and behavior of pharmacists are interprofessional collaboration between pharmacists and pharmacy staff, support from colleagues and health workers, hospitals, government, donations and technology. The inhibiting factors for the role and behavior of pharmacists are uncertain pandemic conditions, pharmacists who are exposed to COVID-19 and the mental health of pharmacists and health workers.

Conclusions: Pharmacists are committed to continuing to provide pharmaceutical services during the pandemic with several adaptations and are influenced by supporting and inhibiting factors. In addition, pharmacists have additional roles and services to improve the quality of health services during the COVID-19 pandemic.

Keywords: The Role of Pharmacists, Pharmaceutical Services, Hospital, COVID-