

RINGKASAN

Pelayanan farmasi merupakan pelayanan penunjang sekaligus *revenue center* utama bagi Rumah Sakit. Instalasi farmasi bertanggung jawab untuk mendistribusikan obat bagi pasien rawat inap maupun rawat jalan. Sistem distribusi obat yang diterapkan di Rumah Sakit Palang Biru Gombong yakni sistem *Unit Dose Dispensing* (UDD). Penerapan sistem UDD di rumah sakit ditemukan adanya keuntungan dan hambatan. Untuk itu perlu dieksplorasi mengenai keuntungan dan hambatan sistem UDD di Rumah Sakit Palang Biru Gombong.

Penelitian ini merupakan penelitian kualitatif deksriptik. Jenis data yang digunakan dalam penelitian adalah data primer dan data sekunder. Data primer diperoleh dari observasi langsung, wawancara mendalam dan telaah dokumen. Informan peneliti ini terdiri dari Apoteker, tenaga teknis kefarmasian, asisten tenaga kesehatan, Direktur, kepala ruang rawat inap, ketua tim asuhan keperawatan, perawat ruang rawat inap dan pasien di RS Palang Biru Gombong.

Peneliti menemukan bahwa sistem UDD yang dilakukan oleh RS Palang Biru Gombong memiliki hambatan, yakni : 1. Pelayanan UDD tertunda; 2. Ditemukan sisa obat; 3. Inefisiensi; 4. Alur distribusi belum memenuhi standar; 5. Informasi obat ke pasien tidak utuh. Disamping itu ditemukan keuntungan dari sistem UDD namun belum maksimal.

Berdasarkan hasil penelitian diharapkan manajemen rumah sakit lebih memperhatikan hambatan sistem UDD. Jika sistem tersebut diabaikan akan memberi kerugian bagi rumah sakit.

Kata kunci : Sistem UDD, Keuntungan UDD, Hambatan UDD

SUMMARY

Pharmacy service is a kind of supporting service and a revenue center, as well. Pharmacy is an installation which is in charge of distributing drugs for the inpatients and outpatients in a hospital. The drug distribution system which is applied at Palang Biru Hospital Gombong is *Unit Dose Dispensing* (UDD). The application of UDD system in the hospital brings about some benefits and obstacles. For that reason, it is required to explore the benefits and obstacles of this system which is applied at Palang Biru Hospital Gombong.

This research is a descriptive qualitative research. The research data consists of primary and secondary data. The primary data are obtained by doing direct observation, in-depth interview and document study. The informants of this research comprises the pharmacists, the medical staffs of pharmacy, the assistant of medical staffs, the director, the head of inpatient wards, the chairman of nursery education team, the nurses of inpatient wards and the patients of Palang Biru Hospital Gombong.

The researcher found that the UDD system which is applied by Palang Biru Hospital Gombong brings some obstacles: 1. The UDD is procrastinated; 2. There found some remnants of drug; 3. Inefficient; 4. The distribution system has not attained the standard yet; 5. The information about drugs to the patients is not complete. Besides, there also found some benefits of the UDD system but it is not maximum.

In relation with the result of the research, it is hoped that the management of the hospital will pay more attention to the obstacles of the UDD system. If it is ignored, it can bring financial loss for the hospital.

Key words: *UDD system, benefits, obstacles*