

ANALISIS WAKTU TUNGGU PELAYANAN RESEP PADA PASIEN RAWAT JALAN DI RUMAH SAKIT JIWA NAIMATA KOTA KUPANG

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ABSTRAK

Latar Belakang: Pelayanan kefarmasian yang cepat dan tepat merupakan salah satu indikator mutu pelayanan rumah sakit, khususnya bagi pasien rawat jalan. Waktu tunggu pelayanan resep menjadi parameter penting dalam menilai efisiensi dan efektivitas instalasi farmasi. Standar Pelayanan Minimal (SPM) berdasarkan Permenkes No. 72 Tahun 2016 menetapkan waktu tunggu resep non racikan ≤ 30 menit dan racikan ≤ 60 menit. **Tujuan:** untuk menganalisis rata-rata waktu tunggu pelayanan resep racikan dan non racikan di Instalasi Farmasi Rumah Sakit Jiwa Naimata Kota Kupang, serta menilai kesesuaiannya dengan Standar Pelayanan Minimal (SPM). **Metode Penelitian :** Penelitian menggunakan metode deskriptif kuantitatif dengan teknik observasi langsung pada 14–21 Mei 2025. Sampel terdiri dari 150 resep (98 non racikan, 52 racikan). **Hasil :** penelitian menunjukkan rata-rata waktu tunggu resep non racikan adalah 28,16 menit, dengan 63,26% memenuhi SPM. Rata-rata waktu tunggu resep racikan adalah 43,53 menit, dengan 92,30% memenuhi SPM. Faktor keterlambatan meliputi tingginya volume resep pada jam sibuk, kompleksitas komposisi obat, keterbatasan tenaga kefarmasian, serta sarana penunjang yang belum optimal. **Kesimpulannya,** sebagian besar pelayanan resep di Instalasi Farmasi RSJ Naimata telah memenuhi standar, namun masih terdapat resep yang melewati batas waktu yang ditetapkan. Peningkatan jumlah tenaga kefarmasian, optimalisasi alur kerja, dan perbaikan fasilitas diharapkan dapat menurunkan waktu tunggu serta meningkatkan mutu pelayanan.

Kata Kunci: Waktu Tunggu, Resep Racikan, Resep Non Racikan, Instalasi Farmasi, Rumah Sakit Jiwa Naimata.

ANALYSIS OF PRESCRIPTION WAITING TIME FOR OUTPATIENTS AT NAIMATA MENTAL HOSPITAL, KUPANG CITY

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ABSTRACT

Background : Fast and accurate pharmaceutical services are one of the key indicators of hospital service quality, particularly for outpatients. Prescription waiting time is an important parameter in assessing the efficiency and effectiveness of pharmacy installations. The Minimum Service Standard (MSS) according to the Indonesian Ministry of Health Regulation No. 72 of 2016 sets the waiting time for non-compounded prescriptions at ≤ 30 minutes and compounded prescriptions at ≤ 60 minutes. **Objective :** This study aimed to analyze the average waiting time for compounded and non-compounded prescription services at the Pharmacy Installation of Naimata Mental Hospital, Kupang City, and to assess their compliance with the MSS. **Research Method :** The study employed a descriptive quantitative method with direct observation conducted from May 14 to 21, 2025. The sample consisted of 150 prescriptions (98 non-compounded and 52 compounded). **Results :** showed that the average waiting time for non-compounded prescriptions was 28.16 minutes, with 63.26% meeting the MSS. The average waiting time for compounded prescriptions was 43.53 minutes, with 92.30% meeting the MSS. Factors contributing to delays included high prescription volume during peak hours, complexity of prescription components, limited pharmaceutical personnel, and suboptimal supporting facilities. **Conclusion :** most prescription services at the Pharmacy Installation of Naimata Mental Hospital met the established standards; however, some prescriptions still exceeded the set limits. Increasing the number of pharmaceutical personnel, optimizing workflow, and improving facilities are expected to reduce waiting times and enhance service quality.

Keyword: Waiting Time, Compounded Prescriptions, Non-Compounded Prescriptions, Pharmacy Installation, Naimata Mental Hospital