Evaluation of Precription Services and Level of Satisfaction of Outpatient in Pharmacy Department Pesawaran Regional General Hospital Lampung During COVID-19

Nurita Andayani[1*], Sondang Khairani[1], Sari Royani [1]

[1] Faculty of Pharmacy, Universitas Pancasila, Jakarta, Indonesia

*Corresponding Author: nurita.andayani@univpancasila.ac.id

ABSTRACT: Pesawaran regional general hospital is trying to cope with COVID-19 by providing the best health services to patients. This study aims to evaluate the prescription services and determine the level of satisfaction of outpatients at the pharmacy facility of Pesawaran Regional General Hospital. This study uses a descriptive cross-sectional method by randomly observing 200 prescriptions that enter the pharmacy. Evaluation of prescription services with service indicators and satisfaction levels by distributing questionnaires filled by outpatients using variables of reliability, responsiveness, trust, empathy and direct evidence. The results of the observations were: checking the patient's name and identity 100%, checking the prescription 91.5%, counselling 0%, delivering the drug according to the prescription 85.5%, changing the type of drug 7%, completeness of the etiquette 90.5%, drug preparation time for compounded drugs was 18.29 minutes and for non-reconstituted drugs 13.54 seconds, final check 94.5%, documentation 95%, service according to protocol 100%. The results of the questionnaire on the level of satisfaction of outpatients with prescription services showed that 68 respondents (34%) were satisfied and 132 respondents (66%) were very satisfied. It can be concluded that prescription services have not met the pharmaceutical service standards according to Ministry of Health Indonesia Regulation (Permenkes) No.72 of 2016 with a satisfaction level that is, the patient is very satisfied with the prescription services provided at the pharmacy department of Pesawaran regional general hospital, Lampung Province.

KEYWORDS: Hospital; patient satisfaction; prescription services.

1. INTRODUCTION

The Pharmacy department, which is responsible for the implementation of all pharmaceutical activities, is one of the hospital services involved in the prevention and control of COVID-19 [1]. Pharmaceutical care has evolved from a medication-oriented to a patient-oriented approach in response to public demand for quality pharmaceutical care. The availability of safe and high quality medicines and the provision of complete drug information are expected from hospital pharmacy services [2]. Pesawaran regional general hospital is the only COVID-19 referral and referral hospital in Pesawaran district. With limited facilities and infrastructure, it's expected that pharmaceutical care, especially pharmaceutical care according Ministry of Health Indonesia Regulation (Permenkes) 72 of 2016 on Pharmaceutical Care Standards, will receive optimal care [3].

According to Permenkes no. 72 of 2016 on pharmaceutical service standards in hospitals, prescription services are the responsibility of pharmacists to provide patients with appropriate medication according to the treatment plan requested by the doctor. It is necessary to evaluate prescription services with the aim of identifying and solving drug-related problems before the drugs are prepared. The evaluation of prescription services is carried out periodically, including the number of confirmations and recommendations to doctors regarding prescription errors, errors in drug preparation, compliance with prescription writing according to the national formulary, compliance with services according to the national formulary, and the speed of prescription services. This evaluation can be used as material for management system review and annual

medicines use [4]. One model that is widely used to measure patient satisfaction is the SERVQUAL (Service Quality) model. Customer satisfaction analysis is carried out based on five dimensions of service quality, namely responsiveness, reliability, assurance, empathy and tangibility [5], objective this study was evaluate outpatient prescription services at the pharmacy department of the Pesawaran regional general hospital accordance with Permenkes no.72 of 2016 concerning pharmaceutical service standards and satisfaction outpatien during the COVID-19 pandemic.

2. MATERIAL AND METHODS

2.1. Material

The study used patient prescriptions at Pesawaran Regional General Hospital for the period May - August 2021. The method used data collection forms and questionnaires, which met the inclusion criteria are prescription services (pharmacists and pharmacy officers in charge of providing outpatient prescription services at Pesawaran Regional General Hospital during service hours, outpatient prescriptions with the number of drug items written by doctors at least 3 drug items) and service satisfaction (outpatient of Pesawaran Regional General Hospital who took medicine more than once, families of outpatient, who took medicine more than once could communicate, read and write well, outpatient who redeemed medicine more than once who were willing to fill out a questionnaire.

2.2. Methods

This research is a descriptive cross sectional study. Descriptive research is research that aims to describe the phenomena found, both in the form of risk factors and effects or outcomes and cross sectional is one approach used to conduct research on several groups in a relatively short period of time. The sampling technique was purposive sampling used the Slovin formula, obtained 200 respondents.

2.3 Data Analysis

Prescription services are measured for quality value containing the stages of prescription processing consisting of checking the patient's name and identity, screening, counselling, fulfilling the number of drugs submitted according to the prescription, whether or not there is a change in the type of drug, the completeness of the type of drug submitted according to the prescription, whether or not there is a change in the type of drug, the completeness of the etiquette, drug preparation time, final checking, documentation and protocol. Then by adding up the weight of each question item in the quality assessment table, the average is then determined into three categories, namely: not good (0-33), good (34-67), very good (68 - 100) [6].

The questionnaire distributed to patients who entered the inclusion criteria consisted of 18 questions, where the assessment method for each question by giving a value to each answer option based on a Likert scale [7]. The data obtained from the questionnaire and from filling in the prescription service quality table were processed with the Excel program and analysed to see whether there was a relationship between the quality of prescription services and the level of patient satisfaction at the pharmacy department of Pesawaran regional general hospital, using the correlation analysis test with the SPSS program 21 version. The relationship between the characteristics of the level of satisfaction in the pharmacy department of Pesawaran regional general hospital was analysed using the Chi Square test with the SPSS program 21 version.

3. RESULTS

Characteristics patient were obtained

Table 1. Characteristics Respondents.

Characteristics	n	%
Gender		
Female	134	67.0%
Male	66	33.0%
Age (year)		

Characteristics	n	%
17–25	23	11.5%
26–35	43	21.5%
36–45	64	32.0%
46–65	70	35.0%
Formal education		
Primary school	48	24.0%
Junior high school	27	13.5%
Senior high school	105	52.5%
College/University	20	10.0%

Data collection on the quality of prescription services was based on research conducted by Alyani Daifina by measuring several indicators from the prescriptions received [6].

Table 2. Evaluation of Prescriptions Patient.

No.	Type of prescription service	n	%
1.	Check names and identities patient	200	100
2.	Skrining prescription administration	183	91.5
3.	Counseling	0	0
4.	Medication dispensing prescribed complete	171	85.5
5.	No Subtitution of drug type	186	93
6.	Completeness of etiquette	181	90.5
7.	Preparation time of coumpounding medicine (< 60 minutes)	197	98.5
8.	Final check	189	94.5
9.	Documentation	190	95
10.	Fixed procedure (SOP)	0	0

However, before the questionnaire was given to respondents, the validity and reliability of the questionnaire was tested, using 30 respondents who were different from the research respondents. The results of validity and reliability of all questions are valid and reliable. Based on the level of patient satisfaction obtained from the results of the respondent's questionnaire, the following is obtained as shown in Table 2.

Table 3. Distribution of Responses on the Dimensions of Patient Satisfaction.

No	Satisfaction level	n	%	Description
1.	**Reliability**			
		5	2.5	Moderately satisfied
	Speed of medicine service	164	82	Satisfied
		31	15.5	Highly satisfied
		2	1	Moderately satisfied
	Medicine is fully stocked	152	76	Satisfied
		46	23	Highly satisfied
		3	1.5	Moderately satisfied
	Pharmacy staff serve with friendliness and smiles	151	75.5	Satisfied
		46	23	Highly satisfied
		1	0.5	Moderately satisfied
	Pharmacy staff are always ready to help	152	760	Satisfied
		47	23.5	Highly satisfied
2.	**Responsiveness**			
		9	4.5	Moderately satisfied
	Pharmacy staff immediately gave the prescription number	169	84.5	Satisfied
		22	11	Highly satisfied
	Pharmacy staff immediately prepare the medicine when	11	5.5	Moderately satisfied

No	Satisfaction level	n	%	Description
	they receive the prescription	149	74.5	Satisfied
		40	20	Highly satisfied
		9	4.5	Moderately satisfied
	Pharmacy staff are responsive to patient complaints	142	71	Satisfied
		49	24.5	Highly satisfied
	Patients get clear and easy-to-understand information	153	76.5	Satisfied
	about the prescription / medicine they are paying for	47	23.5	Highly satisfied
3.	**Guarantee**			
		3	1.5	Moderately satisfied
	Pharmacy staff have good knowledge and skills at work	171	85.5	Satisfied
		26	13	Highly satisfied
		9	4.5	Moderately satisfied
	Medicines delivered to patients are in good condition	157	78.5	Satisfied
		34	17	Highly satisfied
		4	2	Moderately satisfied
	Pharmacy staff deliver medicines according to the	159	79.5	Satisfied
	patient's needs (based on doctor's prescription)	37	18.5	Highly satisfied
4.	**Empathy**			
		6	3	Moderately satisfied
	Pharmacy staff provide drug information without the	166	84	Satisfied
	patient asking	26	13	Highly satisfied
		3	1.5	Moderately satisfied
	Pharmacy staff provide services to all patients	167	83.5	Satisfied
	regardless of social status	30	15	Highly satisfied
		2	1	Moderately satisfied
	Pharmacy staff are friendly and helpful in handing over	169	84.5	Satisfied
	medicines.	29	14.5	Highly satisfied
5.	**Physical Exhibits**			
		1	0.5	Not satisfied
		2	1	Moderately satisfied
	The pharmacy looks clean and tidy	183	91.5	Satisfied
		14	7	Highly satisfied
		1	0.5	Not satisfied
	The nameplate and location of the pharmacy are located	5	2.5	Moderately satisfied
	in stategic places	181	90.5	Satisfied
		13	6.5	Highly satisfied
	Sufficient seating in the waiting room	186	93	Satisfied
		14	7	Highly satisfied

The assessment of the level of patient satisfaction was carried out by adding the values of the variables in the results of the questionnaire that had been obtained, the value of the level of patient satisfaction with prescription services at the Pesawaran regional general hospital pharmacy department, namely 68 patients who expressed satisfaction with a percentage of 34%, followed by 132 respondents. Who felt very satisfied with a percentage of 66%, and there were no patients who felt dissatisfied. Consumer satisfaction is the consumer's response to the balance between the prior level of interest and the actual performance felt after use. Service quality is said to be good and satisfactory when the service received meets or exceeds the consumer's expectations. On the other hand, service quality is poor or unsatisfactory when the service received is below expectations. Based on the relationship between respondent characteristics and satisfaction using the Chi Square test at the Pesawaran Regional General Hospital, the following results were obtained.

Table 4. Chi-square test of patient characteristics with patient satisfaction level.

Variable dependent	Variable independent	Result (p-value)	Interpretation
Satisfaction	Gender	0.045	Correlation p < 0.05
	Age	0.143	No correlation p > 0.05
	Formal Education	0.045	Correlation p < 0.05

4. DISCUSSION

Based on the characteristic respondents, gender of 200 respondents, the data obtained were 67.0% female and 33.0% male. In Mukhtari's research (2017) based on the gender of the 377 respondents obtained, that 50.4% of patients who came for treatment and redeemed prescriptions to the pharmacy of the Dr. (H.C.) Ir. Soekarno Regional General Hospital of Bangka Belitung Islands Province were male and followed by 49.6% were female [8] The results of the research obtained were the same as Utami's research at the Tidar Regional General Hospital, Magelang City, data were obtained, namely 79.2% of women and 20.8% of respondents were male. The results showed that women were more likely to use health services than men [9] The results of this study show that women are more likely than men to use pharmaceutical services, which shows that women pay more attention to health than men [10].

Based on age, most of the respondents aged 45-65 years have a percentage of 35%. the results obtained are the same as Utami's research at Tidar Hospital, Magelang City, where respondents aged 56-60 years have a percentage of 48.3%, this shows that increasing age affects a person's health. Where there is a deterioration in organ functions at an older age, so that more people use health services compared to younger ages [10] Meanwhile, according to the results of research from Mukhtari based on the age of 377 respondents obtained, 51.7% of patients who came for treatment and redeemed prescriptions to the pharmacy of the Regional General Hospital Dr. (H.C.) Ir. Soekarno Bangka Belitung Islands Province were in the age range of 18 - 49 years, where this age is still included in productive age [8].

Based on the level of education, high school is the level of education that uses the most pharmaceutical services, especially prescription services, which has a percentage of 52.5% and the level of higher education has the lowest percentage of 10%. In Utami's research at the Tidar Regional General Hospital in Magelang city, the same results were obtained, namely at the high school education level, the percentage who used pharmaceutical services was 35.8%, while the lowest percentage was at the elementary school education level, namely 15.0% [10] In Mukhtari's research based on the education of 377 respondents obtained, that 47.75% of patients who came for treatment and redeemed prescriptions to the pharmacy of the Dr. (H.C.) Ir. Soekarno Regional General Hospital of Bangka Belitung Islands Province were high school graduates and followed by 41.64% of college / academy graduates [8]. Based on education, respondents have enough knowledge so that they can assist researchers in answering the questions given objectively. Everyone who has a level of education will affect behaviour, because the higher the level of education, the more knowledge they have and the more information they know about various things, especially health problems [8].

Based on Table 2, checking the patient's name and identity is an important step to take because there are many patients coming into the pharmacy with prescriptions and there is a high risk that the prescription will be mixed up by the pharmacy staff or the patient. It also makes life easier for staff if there are many patients with similar names and surnames [11] The next activity is the prescription review by the pharmacy staff, which is part of the prevention of medication errors [12] Counselling activities were not carried out during the COVID-19 pandemic, pharmacist limited themselves to direct interaction with patients in the counselling room. The high percentage of non-prescribed drugs supplied was due to the lack of drugs in hospitals and the unavailability of drugs prescribed by physicians.

Poor procurement planning for general or non-general outpatient medicines leads to shortages of medicines in hospitals. This was partly due to a lack of two-way communication between prescribing and medicines managers. This leads to inefficiency in the provision of medicines, both in terms of quantity, type and timing. Patients have to wait longer than usual for their prescriptions to be received because of a shortage of staff at Pesawaran regional general hospital pharmacy department. There was no final check because the officer who prepared the prescription was the pharmacist, so he felt he was dispensing correctly and there was no need to carry out a final check with other officers. Pharmacist must also check that

medicines are properly labelled and that they are correctly dosed and interact with other medicines [11] Pharmacy staff at Pesawaran regional general hospital did not perform according to standard practices for 200 prescriptions (100%) [6]. Regarding SOPs, the completeness of written SOPs/policies is still missing, especially standard waiting times for hospital prescription services. Monitor and evaluate the implementation of outpatient prescription services in the still inactive pharmacy facility. Drug counselling aims at optimising therapeutic outcomes, minimising the risk of adverse drug reactions (ADRs) and increasing cost-effectiveness, which ultimately improves patient safety [9].

Based on reliability satisfaction in table 3 obtained the results obtained were on average satisfied. Even though the results show that the prescription service is very good , in reality the prescription service at the Pesawaran regional general hospital pharmacy department does not meet the standards for prescription service provisions in accordance with the Permenkes No. 72 of 2016 concerning Pharmaceutical Service Standards in Hospitals [2], although the resulting satisfaction score is very good, this is because there are several service activities that have never been carried out, namely counseling and prescription processing that are not in accordance with the procedures. There is a different amount for each question item.

Consumer satisfaction is the response given by consumers to the suitability between the previous level of interest and the actual performance felt after use. Service quality is said to be good and satisfactory if the service received meets or exceeds consumer expectations. On the other hand, service quality is said to be bad or unsatisfactory if the service received is lower than what was expected [13].

Based on table 4 relationship between gender and level of satisfaction. Female gender is more critical of the view of service services compared to men who are more indifferent to the services that have been provided [10]. The relationship between respondent age and satisfaction level is that along with increasing age, several physiological abilities also decrease and usually start in aged 30-45 years [6]. The relationship between the level of education of respondents and the level of satisfaction. The results of this research are in line with research conducted by Arif that there is a significant relationship between education and the level of service satisfaction [9]. The higher the level of education, the higher the expected satisfaction and the greater the critical of the services provided. There is a theory that states that someone with a higher level of education tends to demand or criticize the service they receive if they think they are not satisfied. Some people with a low level of education tend to accept more because they don't know what they need, as long as they get well, that's enough for them [14].

Patient satisfaction must be a priority for service providers such as hospitals, especially pharmacy department. Measuring the level of patient satisfaction in pharmacy department must be carried out at least once a year so that there is an evaluation so that better, more efficient and more effective services are available.

5. CONCLUSION

Prescription services at the Pesawaran regional general hospital pharmacy department in Lampung Province do not meet service standards in accordance with Permenkes No. 72 of 2016 concerning Pharmaceutical Service Standards in Hospitals. The level of patient satisfaction at the pesawaran regional general hospital pharmacy department in Lampung Province is very satisfied.

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