
Implementation of Drug Counseling at Bakti Timah Hospital in Pangkalpinang City

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ABSTRACT

Several studies have shown that the implementation of pharmaceutical services in the Bangka Belitung Islands Province has not been maximized, especially clinical pharmacy services. The results of other studies also showed that research on the quality of pharmaceutical services in clinical pharmacy service activities in full had never been carried out. Drug counseling is a form of clinical pharmacy service. Effective counseling requires patient and / or family trust in the pharmacist. This type of research is descriptive with a qualitative approach using concurrent observational research designs. Evaluation quality control methods used are by audit (supervision). The study was conducted at the Bakti Timah Hospital in Pangkalpinang City in February-December 2017. This study used key informants with the method of data collection by source triangulation and univariate analysis. The results showed that the activities of the pharmacy services of drug counseling clinics were carried out, but not optimally. The conclusion is that the implementation of drug counseling at the Bakti Timah Hospital in Pangkalpinang City is not in accordance with the Pharmaceutical Service Standards at the 2016 Hospital.

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INTRODUCTION

Medicine becomes a necessity if the condition of the body begins to indicate the presence of disease. Drugs can be obtained by self-medication or self-examination to health care facilities¹. One of the health service facilities is a hospital. The hospital is a referral of health services with the main function of organizing health efforts that are healing and recovery for patients². Hospital pharmacy services are an inseparable part of the hospital health service system which is oriented towards patient services, provision of quality pharmaceutical supplies, medical devices and consumable medical materials that are affordable to all levels of society including clinical pharmacy services³.

Pharmaceutical services have changed the paradigm, from drug oriented to patient oriented. The change in paradigm refers to pharmaceutical care (pharmaceutical care)⁴. This development can be an opportunity as well as a challenge for pharmacists to advance to improve their competence so as to provide comprehensive and simultaneous pharmaceutical services both managerial and clinical pharmacy. Pharmaceutical services

in hospitals include 2 activities namely managerial activities in the form of managing pharmaceutical preparations, medical devices and consumable medical materials and clinical pharmacy service activities. These activities must be supported by human resources, facilities and equipment⁵. This is done to ensure the quality of pharmaceutical services.

Based on ownership, hospitals are classified into 2 types, namely government hospitals and hospitals managed by the public (private) 2. Hospitals in each region of Indonesia are available to conduct health services⁶. One of the hospitals in Indonesia is the Pangkal Pinang City Bakti Timah Hospital which is the oldest hospital in the City of Pangkalpinang⁷.

Bakti Timah Hospital in Pangkalpinang City is the only hospital with a plenary predicate in the Bangka Belitung Islands Province. This is in line with the vision of the Bakti Timah Hospital in Pangkalpinang City, which is to make a reliable hospital as a reference in Bangka Belitung Province. The mission of the Pangkalpinang City Bakti Timah Hospital is to make trusted health services by providing superior health services, developing and preparing professionals and developing a reliable integrated service system⁸.

Based on a survey of all hospitals in Bangka Island by students of the Department of Pharmacy Poltekkes Ministry of Health Pangkalpinang since 2013-2016, there are no hospitals that carry out clinical pharmacy services as a whole. Some research also shows that the implementation of pharmaceutical services in the Bangka Belitung Islands Province has not been maximized, especially clinical pharmacy services. In pharmacies and hospitals in the Bangka Belitung Islands Province complete drug information is rarely provided⁹.

The results of the study also showed that research on the quality of pharmaceutical services in clinical pharmacy service activities in full had never been carried out. In addition, two of the three missions of the Pangkal Pinang City Bakti Timah Hospital are to make trusted health services by providing superior health services as well as developing and preparing professionals. This can be obtained if RSBT always evaluates regularly. Therefore, researchers are interested in knowing the quality control of drug counseling at the Bakti Timah Hospital in Pangkalpinang City based on Permenkes No. 72 of 2016 concerning Pharmaceutical Services Standards in Hospitals.

METHOD

This type of research is descriptive with a qualitative approach using concurrent observational research designs. Evaluation quality control methods used are by audit (supervision). This research was conducted at the Bakti Timah Hospital in Pangkalpinang. The implementation time is January - December 2017. The objects in this study are key informants and additional informants. As for the key informants are the Head of Pharmacy Installation, Pharmacy Outpatient Pharmacy, Inpatient Pharmacy Pharmacist, and Pharmacy Warehouse Person in Charge. The total key informants were 4 people. Additional informants in this study were 30 patients and 30 people (patient's family). Total additional informants were 60 people. The selection of informants using purposive sampling techniques. Data collection techniques using source triangulation techniques (in-depth interviews, information search and documentation). Data were analyzed by univariate analysis methods.

RESULTS

Based on the results of the study it can be seen that drug counseling activities have been carried out, but more routinely carried out in hospitalization. Outpatient Pharmacists have carried out but there are several stages that are not implemented. Table 2 shows that all patient respondents answered indicators 3-6 drug counseling activities were not carried out by Pharmacists. However, all respondents of the patient's family answered that drug counseling was not carried out by pharmacists on indicators 5 and 6.

Table 1. Counseling implementation at Bakti Timah Hospital Pangkalpinang

No	Stages / Activities	IFRS Answers		IFRS Answers Inpatient Pharmacists		Outpatient Pharmacists Answers		Reponsible Pharmacy Warehouse		Conclusion
		Y	T	Y	T	Y	T	Y	T	
1	Open communication between the pharmacist and the patient	√		√		√		√		Done
2	Identify the level of patient understanding about drug use through Three Prime Questions	√		√		√		√		Done
3	Explore more information by giving patients the opportunity to explore drug use problems	√		√			√	√		More routinely carried out by Inpatient Pharmacists
4	Provide an explanation to the patient to solve the problem of drug use	√		√		√		√		Done
5	Conduct final verification in order to check patient understanding	√		√			√	√		More routinely carried out by Inpatient Pharmacists
6	Documentation	√		√		√		√		Done

Table 2. Description of Counseling at the Bakti Timah Hospital in Pangkalpinang City

Respondents	Indicator 1		Indicator 2		Indicator 3		Indicator 4		Indicator 5		Indicator 6	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Patient	4 (13,3%)	26 (86,7%)	2 (6,7%)	28 (93,3)	0	100%	0	100%	0	100%	0	100%
Patient's Family	4 (13,3%)	26 (86,7%)	3 (10%)	27 (90%)	3 (10%)	27 (90%)	1 (3,3%)	29 (96,7%)	0	100%	0	100%

DISCUSSION

Based on the results of the study it can be concluded that all counseling indicators are implemented. However, this activity is not all patients get it. These activities are active patients (according to patient needs). In the Bakti Timah Hospital in Pangkalpinang City there is a counseling room located in the front next to the outpatient drug delivery room. However, due to the other needs of the Pangkal Pinang City Bakti Timah Hospital the presence of a counseling room is now (at the time of the study) covered by a patient waiting chair. This is due to the lack of infrastructure at Bakti Timah Hospital in Pangkalpinang City.

According to the Head of IFRS, there are Standard Operating Procedures that regulate the implementation of counseling activities. However, when it was seen in the list of the Standard Operating Procedures of the Pangkal Pinang City Bakti Timah Hospital, researchers had not received it yet (Figure 1). Researchers only found the pharmaceutical education and counseling form and the TB Early Therapy Counseling Form (specifically for TB patients). Evidence can be seen clearly in Figure 2.

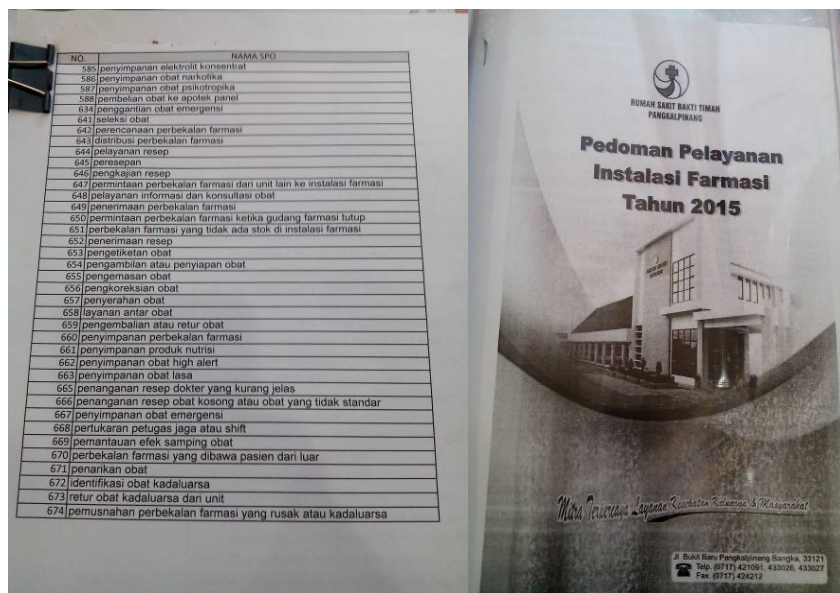


Figure 1. List of Standard Operating Procedures and Guidelines for Pharmaceutical Services at Bakti Timah Hospital in Pangkalpinang City

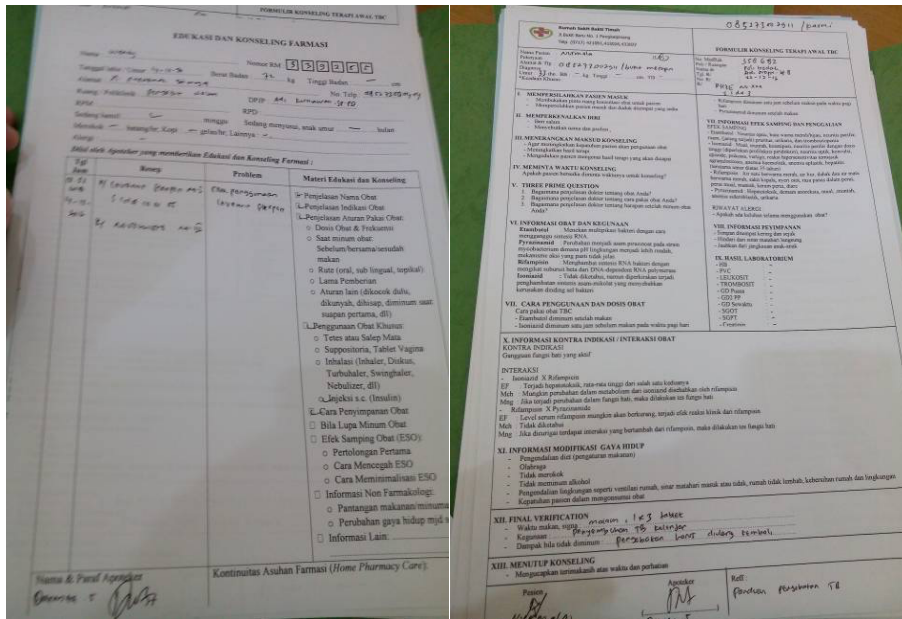


Figure 2. Evidence of Pharmacy Counseling at Bakti Timah Hospital in Pangkalpinang

Based on the results of the study, there are two indicators not implemented in Outpatient Pharmacy that is digging further information by giving patients the opportunity to explore the problem of drug use and conduct final verification in order to check patient understanding. However, this activity is carried out in hospitalization.

This result is supported by information from patient respondents and the patient's family which shows that almost all and or all respondents answered was not done by pharmacists on all indicators of counseling activities. It is possible that research respondents had never done counseling because the position of the counseling room was closed by the patient's chair. In fact, there were respondents who answered that they did not know the pharmacist. The results can be seen in detail in Table 2.

Similar results with Hidayanti, counseling at Hospital X has not been done routinely that will only be done if there is a request from a patient or other medical staff¹⁰. The same factor also underlies the lack of adequate human resources and facilities.

CONCLUSION

Based on the results of the study showed that the pharmacy service activities of drug counseling clinics were carried out at Bakti Timah Hospital in Pangkalpinang City. However, not yet optimally. Therefore, it can be concluded that the implementation of drug counseling at Bakti Timah Hospital in Pangkalpinang City is not in accordance with the Pharmaceutical Services Standards at the 2016 Hospital.

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