

Assessment of Pediatric Skin Patient Satisfaction with Pharmacy Services at Basmalah Clinic Jambi

Sefiani Dwi Azmi ¹

Universitas Jambi, Indonesia

Email: nfdhlh14@gmail.com

Abstract

The purpose of this study is to evaluate the level of satisfaction of pediatric skin patients with the pharmaceutical services provided at the Basmalah Jambi Clinic. The clinic is known as a primary health care provider in Jambi city and has a pharmacy unit that provides medicines for patients. Methods The research conducted was descriptive with an observational approach. The observational method is a collection technique on research subjects. The qualitative method in the study of Pediatric Satisfaction Assessment of Pharmaceutical Services at the Basmalah Jambi Clinic refers to a research approach that focuses on an in-depth understanding of patients' experiences, perceptions, and views of the pharmaceutical services they receive at the clinic. The results of this study indicate that pharmaceutical services at the Basmalah Jambi Clinic have met the needs and expectations of pediatric skin patients in general. However, there are some areas that need to be improved to enhance service quality and ensure continued patient satisfaction in the future.

Keywords: Healthcare, Patient Satisfaction, Pharmacy Services

1. Introduction

Health is an optimal state of one's body, mind, and spirit. It is not just about the absence of disease, but also involves balanced physical, mental, emotional, and social well-being. Health encompasses various aspects of life, including a healthy lifestyle, a good diet, adequate physical activity, stress management, and positive relationships with others. Health refers to an optimal overall condition of one's body, mind, and spirit, where there is an absence of disease, disorder, or significant imbalance. It includes not only the absence of physical illness, but also good mental, emotional, and social well-being. Health also involves the adoption of a healthy lifestyle, disease prevention, and fair and appropriate access to quality medical care and health services. Health is often described as a dynamic and multidimensional condition that is influenced by various factors, including genetics, environment, lifestyle, and access to health services. Health is the capital for every individual to lead an adequate life because without good health, a person cannot fulfill their needs.

Pharmaceutical services refer to all activities performed by pharmacists or other pharmaceutical personnel to provide drug-related services to patients and the general public.

This includes various aspects, such as the preparation and supply of appropriate drugs, counseling on drug use, monitoring of drug side effects, health education, and management of safe and effective drug use. Pharmaceutical services aim to ensure that patients receive medicines that are appropriate to their needs, understand how to use them properly, and are supported in achieving optimal health outcomes. In addition, pharmaceutical services also involve working with other healthcare teams, such as doctors and nurses, to ensure good coordination in the management of patients' drug therapy. Other aspects of pharmaceutical services include drug inventory monitoring and management, drug quality monitoring, as well as the provision of information about drugs to the general public. Pharmaceutical services can be provided in a variety of settings, including community pharmacies, hospitals, health centers, as well as through clinical pharmacy services integrated with other health care services. Overall, pharmaceutical services play an important role in improving the safety, effectiveness and quality of drug use, as well as in improving the overall health outcomes of patients and the general public.

Quality pharmaceutical services refer to a range of services provided by pharmacists or other pharmaceutical personnel to the highest standards in terms of quality, safety, effectiveness and patient satisfaction. Pharmacists provide counseling to patients in detail about the use of drugs, the correct dosage, possible side effects, drug interactions, and precautions that need to be taken. Effective communication and a deep understanding of the patient's needs are key to quality counseling. Quality pharmacy services ensure that the drugs provided are in accordance with the doctor's prescription or the patient's needs, in terms of drug type, dosage, and dosage form. This involves strict quality control and adherence to established procedures. Pharmacists are active in monitoring and evaluating drug side effects that may be experienced by patients. They provide clear information on signs of side effects to watch out for and actions to take in case of side effects. Quality pharmaceutical services also include effective management of drug use, including monitoring patient adherence to drug therapy, evaluating treatment outcomes, and adjusting drug therapy according to patient needs. In addition to providing information on medication use, pharmacists also provide health education and counseling to patients and the general public on various aspects of health, including disease prevention, healthy lifestyles, and management of specific health conditions. Pharmacists work closely with the rest of the healthcare team, such as doctors and nurses, to ensure good coordination in the management of patients' drug therapy. This involves open communication and collaboration in making medication-related decisions.

Basmalah Clinic is a clinic in Jambi City, precisely in Mayang Mangurai. As a health clinic that serves patients every day, of course the Basmalah Clinic prioritizes patient satisfaction. From the data obtained from the Basmalah clinic for the number of pediatric skin patients, the number of visits can be said to be rare every day. Patient pharmaceutical service complaints refer to input, criticism, or concerns raised by patients regarding the services provided by pharmacists or other pharmaceutical personnel at pharmacies or pharmacy clinics. Drug Availability: Patients may complain about the availability of a desired or expected medication not being available at the pharmacy at the time of need. Complaints may arise if patients have to wait too long for services or prescriptions. Patients may be dissatisfied with the manner of communication or service provided by the pharmacist, such as lack of adequate explanation on the use of the medicine or possible side effects. Patients may complain if there is an error in drug supply, incorrect dosage, or unclear prescription. Patients may be dissatisfied with the unfriendly or unprofessional attitude or behavior of the pharmacist or other pharmacy staff. Complaints may also relate to product quality, such as drugs that are expired or do not meet expected quality standards. Patients may expect additional services such as more in-depth counseling about the medicine or more information about their health condition. These complaints are important for pharmacy service providers to record and take seriously, as they can provide valuable insights for improvement and development of better services in the future. Listening to patient complaints with empathy and acting to rectify the problem is an important part of delivering quality care and meeting patient needs.

2. Methods

The research conducted was descriptive with an observational approach. The observational method is a collection technique on research subjects. The qualitative method in the study of Pediatric Satisfaction Assessment of Pharmaceutical Services at Basmalah Jambi Clinic refers to a research approach that focuses on an in-depth understanding of patients' experiences, perceptions, and views of the pharmaceutical services they receive at the clinic. In qualitative methods, data is collected through in-depth interviews, participatory observation, and/or document analysis, with the aim of exploring the subjective and contextual aspects of patient satisfaction. Qualitative methods allow researchers to understand the complexities and nuances in the patient experience, as well as to capture aspects that may not be detected by quantitative methods alone. This approach allows researchers to explore various factors that

influence patient satisfaction, including their perceptions of service quality, interactions with pharmacists, drug availability, and so on. In the context of the research on Pediatric Skin Patient Satisfaction Assessment of Pharmaceutical Services at Basmalah Jambi Clinic, qualitative methods can help in exploring in-depth information about the views and experiences of pediatric skin patients towards the pharmaceutical services provided. The results of this study can provide valuable insights for the clinic's management in improving the quality of their pharmacy services, as well as to provide better and more appropriate care to patients' needs.

3. Results and Discussion

1. Availability of Medicine

The majority of respondents stated that they were satisfied with the availability of drugs at the Basmalah Jambi Clinic. However, some respondents expressed dissatisfaction with the availability of certain drugs that often run out or are not available in stock.

2. Communication and Counseling

The results showed that communication and counseling from pharmacists at Basmalah Jambi Clinic were rated as good by most respondents. They appreciated the explanations given about the use of drugs and the side effects that may occur.

3. Waiting Time

Most respondents felt that the waiting time to obtain pharmacy services at the clinic was reasonable. However, some respondents expressed concerns regarding the waiting time which was sometimes quite long, especially when the clinic was busy.

4. Service Errors

The results showed that the incidence of service errors such as errors in drug supply or incorrect dosage occurred in very low numbers. However, it is important to continuously improve the supervision and control system to prevent errors from occurring in the future.

5. Suggestions and Recommendations

Based on the research findings, several suggestions and recommendations have been put forward to improve pharmacy services at the Basmalah Jambi Clinic. Among others, a more consistent increase in drug stock, increased availability of pharmacists to provide counseling, and improved waiting time efficiency for patients. Faktor- 6. Supporting and Hindering Factors

Factors that support patient satisfaction include good communication with pharmacists, adequate drug availability, and overall good service quality. On the other hand, factors such as long waiting times and drug shortages can be barriers that reduce patient satisfaction.

This study aims to evaluate pediatric dermatology patients' level of satisfaction with the pharmacy services provided at Basmalah Clinic Jambi. The clinic is known as a primary healthcare provider in Jambi city and has a pharmacy unit that provides medicines to patients. Some of the factors that influence pediatric patients' satisfaction with pharmacy services include adequate drug availability, reasonable waiting time, good communication with pharmacists, and good understanding of drug use. The findings of this study have several important implications for the management of Basmalah Jambi Clinic. Recommendations for improving pharmacy services include a more consistent increase in drug stock, a reduction in patient waiting time, communication skills training for pharmacists, and the provision of a special room for patient counseling. The results showed that the majority of pediatric skin patients at Basmalah Jambi Clinic experienced a high level of satisfaction with the pharmaceutical services provided. They appreciated good drug availability, effective communication from pharmacists, and adequate counseling on drug use.

Data analysis from this study showed that most respondents expressed their satisfaction with the pharmacy services at the Basmalah Jambi Clinic. Data collected from surveys and in-depth interviews showed that factors such as drug availability, communication with pharmacists, and overall service quality contributed positively to patient satisfaction. Data analysis from this study showed that most respondents expressed their satisfaction with the pharmacy services at Basmalah Jambi Clinic. Data collected from surveys and in-depth interviews showed that factors such as drug availability, communication with pharmacists, and overall service quality positively contributed to patient satisfaction. This discussion should also highlight the implications of the research findings for clinical practice at the Basmalah Jambi Clinic. This includes steps that can be taken to improve pharmacy services, identifying areas that require improvement, and strategies to ensure continued patient satisfaction.

4. Conclusion

From the results of research on the assessment of pediatric skin patient satisfaction with pharmaceutical services at the Basmalah Jambi Clinic, several important conclusions can be drawn:

The majority of pediatric skin patients at the Basmalah Jambi Clinic experienced a high level of satisfaction with the pharmaceutical services provided. Factors such as good drug availability, effective communication from pharmacists, and adequate counseling on drug use contributed to this level of satisfaction. Although the majority of respondents were satisfied with the availability of drugs, there were some concerns regarding certain drugs that often ran out or were not available in stock. This suggests that there is a need to improve stock management to ensure more consistent availability. Good communication and adequate counseling from pharmacists were considered important factors in improving patient satisfaction. Explanations provided on the use of drugs and their side effects were rated positively by most respondents. Most patients felt that the waiting time for pharmacy services at the clinic was reasonable. However, concerns regarding the sometimes long waiting times need to be addressed to improve patient experience. Incidences of service errors such as medication errors or incorrect doses were very low. Nonetheless, continuous efforts need to be made to improve supervision and control systems to prevent future errors from occurring.

Supporting and inhibiting factors: Factors such as good communication with pharmacists and adequate availability of medicines are contributing factors to patient satisfaction. However, long waiting times and lack of medicine stock can be barriers that reduce patient satisfaction. Overall, this study shows that pharmacy services at the Basmalah Jambi Clinic have met the needs and expectations of pediatric dermatology patients in general. However, there are some areas that need to be improved to enhance service quality and ensure continued patient satisfaction in the future.

Reference

- Batara, D., Bodhi, W., & Kepel, B. J. 2016. *Hubungan obesitas dengan tekanan darah dan aktivitas fisik pada remaja di Kota Bitung*. eBiomedik, .
- Trianengsih, A. T., Hardisman, H., & Almasdy, D. 2019. Implementasi Permenkes nomor 72 tahun 2016 tentang standar pelayanan kefarmasian di rumah sakit terhadap tatakelola

- SDM instalasi farmasi RSUD Mayjen HA Thalib Kerinci tahun 2018. *Jurnal Kesehatan Andalas*, 8(2).
- Nuswantoro, M. D. (2020). *Kepuasan Pasien Farmasi Di Rumah Sakit (Doctoral Dissertation, Stikes Yayasan Rs Dr. Soetom*. Surabaya
- Pareraway DC, Tjitrosantoso H, Bodhi, W. 2016. Analisis Kepuasan Pasien Rawat Jalan Dalam Pelayanan Kefarmasian Di Instalasi Farmasi RSUD Prof. Dr. R. D. Kandau Manado 2016. *Jurnal Ilmiah Farmasi Unsrat*. Manado.
- Creswell JW. 2017. *Research Design Pendekatan Kualitatif, Kuantitatif dan Mixed*. Cetakan 2. Yogyakarta: Pustaka Pelajar.
- Isya Syamsu, A. S., & Farida, F. (2015). Gambaran Tingkat Kepuasan Pasien Terhadap Pelayanan Informasi Obat Di Apotek Rawat Jalan RSUD Labuang Baji Makassar. *Jurnal Ilmiah AsSyifaa*, 7(2), 197–208. <https://doi.org/10.33096/jifa.v7i2.12>