JURNAL MIDPRO, Vol. 14 No. 01 (Juni, 2022) : 35-41 **E-ISSN: 2684-6764**
Terakreditasi Nasional Peringkat 4 No. 36/E/KPT/2019
Available Online at http: http://jurnalkesehatan.unisla.ac.id/index.php/midpro

Analysis of the Correlation Between Waiting Time for Prescription Services and Patient Satisfaction in Puskesmas

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ABSTRACT

Efforts to improve and control the quality of pharmaceutical services to ensure patient satisfaction are carried out by evaluating the waiting time for prescription services in preparing pharmaceutical preparations and the level of patient satisfaction in pharmaceutical services[1]. Puskesmas is the first level health facility that participates in efforts to achieve the target of Minimum Service Standards[2]. The purpose of this study was to analyze the relationship between waiting time for prescription services and the level of patient satisfaction at the Puskesmas. This study used an observational research design with a design approach cross sectional. Determination of the research sample using a purposive sampling method. Analysis of the data used for this research is univariate analysis and bivariate analysis, as well as statistical chi-square test. According to standard waiting time for prescription service, 155 recipes (92.90%) were categorized according to standard and 11 prescriptions (7.10%) were not according to standard. The level of satisfaction of respondents was categorized as satisfied as many as 132 respondents (85.16%) while those who felt dissatisfied were 23 respondents (14.84%). From the results of the analysis of the chi-square test waiting time and the level of patient satisfaction obtained P Value <0.05. There is a relationship between waiting time for prescription services and the level of patient satisfaction at the Puskesmas.

Keywords: Waiting time., Patient satisfaction., Prescribtion., Puskesmas

Article history :

Received: 9 Februari 2022
Received in revised form: 14 Maret 2022
Accepted: 23 April 2022
Available online: 1 Juni 2022

INTRODUCTION

Pharmaceutical services are all services related to pharmacy and refer to the Pharmaceutical Service Standards. Pharmaceutical Service Standards are divided into two, namely the management of pharmaceutical preparations and medical consumables and clinical pharmacy services. One of the clinical pharmacy services is prescription services, namely the process of reviewing prescriptions, preparing pharmaceutical preparations written on prescriptions, until pharmaceutical preparations are handed over to patients accompanied by Drug Information Services (PIO)[3].

Periodic evaluation and good management are needed for efforts to improve and control the quality of pharmaceutical services to ensure patient satisfaction. Several standard evaluation indicators are waiting time for prescription services in preparing pharmaceutical preparations and the level of patient satisfaction in pharmaceutical services. The standard waiting time for drug services is 30 minutes and the waiting time for concoction drugs is 60 minutes. The minimum standard of patient satisfaction receiving pharmaceutical services is 80%[4]. Puskesmas is the first choice alternative for local government health facilities in public health services. Analysis of the relationship between waiting time for prescription services and a survey of patient satisfaction levels in prescription services is needed to maintain and increase the level of patient satisfaction with services at the Puskesmas.

METHOD

The research design was observational with a cross sectional design approach. The sample size of this research is 155 samples, using purposive sampling method. The instruments used in this study were in the form of a questionnaire and a stopwatch as well as to record the length of waiting time on the waiting time recording form. Analysis of the data used for this research is univariate analysis and bivariate analysis, as well as chi-square statistical test.

RESULTS

Table 1. Characteristics of Respondents based on Gender

Gender	N	Percentage (%)
Male	48	30,97
Female	107	69,03
Total	155	100

Based on the results of the study, the largest number and percentage of research respondents based on gender were women as many as 107 respondents (69.03%).

Table 2. Characteristics of Respondents based on Age

Age	N	Percentage (%)
17-26 year	38	24,52
27-36 year	45	29,04
37-46 year	24	15,48
47-56 year	22	14,19
>56 year	26	16,77
Total	155	100

Based on the results of the study, the largest number and percentage of research respondents based on age were in the age range of 27-36 years as many as 45 respondents (29.04%).

Table 3. Characteristics of Research Respondents Based on Visits to Puskesmas

Visits	N	Percentage (%)
1	31	20
>1	124	80
Total	155	100

Based on the results of the study, the largest number and percentage of research respondents based on visits to the Puskesmas was >1 visit as many as 124 respondents (80%).

Table 4. Types of Prescriptions at the Puskesmas Pharmacy Installation

Types of Prescriptions	N	Percentage (%)
Mixed Drugs	23	14,83
Non Mixed Drugs	132	85,17
Total	155	100

Based on the results of the study, the highest number and percentage of prescription types at the Puskesmas Pharmacy Installation were in the form of non-concoction drug prescriptions as many as 132 prescriptions (85.17%). The older you get, the more realistic a person's response to everything that happens in their environment becomes. Visits more than 1x produce realistic answers because respondents better understand good or bad service.

Table 5. Waiting Time for Recipe Service

Type of Prescriptions	Time (minute)
Mixed Drugs	21,95
Non Mixed Drugs	10,28

Based on the research results, the average waiting time for concoction recipes is 21.95 minutes, while for non-concoction recipes it is 10.28 minutes.

Table 6. Standard Compliance Waiting Time for Prescription Service

Prescriptions	Mixed Drugs	Non Mixed Drugs	N	Percentage (%)
Standard	23	122	145	93,55
No up to standard	0	10	10	6,45
Total	23	132	155	100

Based on the results of the study, the number and percentage of compliance with the Puskesmas prescription standards were 145 recipes (93.55%) according to the standard. The standard waiting time for concoction recipe service is 60 minutes and for non-concoction recipes is 30 minutes[4]. Waiting time is influenced by the number and accuracy of officers, number of patients, number of prescription drugs, availability of drugs, limited work tools, management of pharmaceutical supplies, preparing COVID-19 drug packages, laying of pharmaceutical preparations, power outages, electronic systems that sometimes error or are slow.

Table 7. Patient Satisfaction at the Puskesmas Pharmacy Installation

Variable of patient satisfaction	N	Percentage (%)
Very satisfied	150	96,77
Satisfied	5	3,23
Not satisfied	0	100
Total	155	100

Based on the results of the study, the number and percentage of patient satisfaction in the Pharmacy Installation of the Health Center were more respondents who felt very satisfied with a total of 150 respondents (96.77%). The minimum standard of patient or customer satisfaction receiving pharmaceutical services is 80%[4]. Satisfaction will arise after the patient gets good service and in accordance with what is expected or desired[5].

Table 8. Patient Satisfaction Based on Service Quality Dimensions

Dimensions	Patient Satisfaction						Total	
	Not satisfied		Satisfied		Very satisfied			
	N	P(%)	N	P (%)	N	P (%)	N	P (%)
Tangible	0	0	28	18,06	127	81,94	155	100
Reliability	0	0	4	2,59	151	97,41	155	100
Responsive	0	0	10	6,45	145	93,55	155	100
Assurance	0	0	7	4,52	148	95,48	155	100
Empathy	0	0	4	2,59	151	97,41	155	100

Description :Amount (N), Percentage (P%)

Based on the results of the study the number and percentage of patient satisfaction based on the dimensions of service quality, the highest percentage of respondents who stated that they were very satisfied was the reliability dimension (reliability) empathy (empathy) as many as 151 respondents (97.41%).

Table 9. The Relationship between Prescription Service Waiting Time and Patient Satisfaction Level

Waiting time	Patient Satisfaction						Total		*P Value*
	Not satisfied		Satisfied		Very satisfied				
	N	P(%)	N	P (%)	N	P(%)	N	P (%)	
Sesuai Standar	0	0	1	20	144	96	145	96,67	0,01
Tidak Sesuai Standar	0	0	4	80	6	4	10	3,33	
Total	0	0	5	100			155	100	

Description :Amount (N), Percentage (P%)

Based on the results of the study, it was obtained that P Value = 0.01 <0.05, there was a relationship between waiting time for prescription services and the level of patient satisfaction at the Puskesmas.

DISCUSSION

Based on the results of the study, it was obtained that the p value was 0.001, stating that there was a strong and significant relationship between waiting time for services at the Pharmacy Installation and the level of patient satisfaction. The more appropriate the waiting time with the established standards, namely 30 minutes for non-concoction drugs and 60 minutes for compound drugs, the level of patient satisfaction will also increase, making patients feel satisfied by 0.099 compared to the waiting time for services that are not in accordance with SPM[6].

This is different from the research conducted by Maulana *et al*. (2019), which obtained results from the chi-square test analysis with a p value of 0.400, which means that there is no relationship between waiting time for prescription services and outpatient satisfaction at the Maccini Sombala Health Center.

One indicator of pharmaceutical services that must exist is the level of patient satisfaction (≥80%) and waiting time for prescription services (≤30 minutes for non mixed drugs and 60 minutes for mixed drugs)[1]. The relationship between waiting time and satisfaction is an inverse relationship, the lower the waiting time, the higher the level of patient satisfaction[7]. The level of patient satisfaction with prescription services is a picture of the perception of the Pharmacy Installation, it can be influenced by the waiting time for prescription services that are in accordance with standards and will create an increase in efficiency, effectiveness and continuity with the level of patient comfort. Waiting time for prescription services is related to patient expectations of service[8].

Patients have a very sensitive sense of waiting time for services, which has the impact of causing complaints if they feel the waiting time is long. The waiting time is very long beyond the standard, causing dissatisfaction from the patient. Therefore, it is necessary to pay special attention to waiting

time by service management policy makers, because waiting time is related to the quality of service or treatment. Inefficient waiting times have the risk of causing a decline in the quality of the health facility[9].

The results of the study by Alodan et al (2020) to understand patient characteristics in order to achieve patient expectations, can be done by categorizing each type of patient on a need basis, for example, patients with special needs or elderly patients need more time for pharmacists to thoroughly explain prescriptions which sometimes require repeated explanations so that the patient can clearly understand the information conveyed. Officers must also understand the psyche of patients who are sick and have to wait for services. Patients have high hopes for getting health services that match their expectations both in terms of time, friendliness, responsiveness from the puskesmas, and the facilities provided. Patient satisfaction can be increased through 5 dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and tangible evidence[4]. There are several factors that influence customer satisfaction. Broadly speaking, there are five categories, namely product quality, service quality, price, emotional factor, and cost of aquiring. For the main factor determining customer satisfaction is the customer's perception of service quality. To improve the quality of health services, there are things that must be met, such as safe, effective, patient-centered, timely, efficient, and equitable[10].

Librianty's research (2017) states, not only waiting time is a consideration for patients, but one of the supporting medical services for patients is the Pharmacy Installation service facility. Patients will feel dissatisfied if pharmaceutical services are unsatisfactory, such as waiting time for patients in the waiting room, inadequate seating facilities, disorderly drug taking, and drugs that must be purchased at outside pharmacies. This needs to be taken into account by the puskesmas in order to always improve services for patient comfort when receiving treatment. Therefore, it is important to conduct research on the relationship between waiting time and patient satisfaction in order to evaluate and improve health facilities.

CONCLUSIONS AND SUGGESTION

Based on the results of the study, it can be concluded that the waiting time for prescription services at the Puskesmas according to the standard is 93.55%, patient satisfaction at the Puskesmas who states that they are very satisfied is 96.77%, and there is a relationship between waiting time for prescription services and the level of patient satisfaction at the Puskesmas. Similar research can be performed in hospital to get a picture of patients with different levels of satisfaction

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