

ABSTRACT

Desti Nuryani Sitompul., EVALUATION OF DRUG MANAGEMENT WITH PROBLEM PRIORITY DETERMINATION USING THE HANLON METHOD AND FOLLOW-UP ACTIONS BASED ON THE FISHBONE DIAGRAM KARANGPANDAN AND TAWANGMANGU HEALTH CENTERS KARANGANYAR REGENCY IN 2024, MASTER OF PHARMACY STUDY PROGRAM, SETIA BUDI UNIVERSITY OF SURAKARTA. Supervised by Dr. apt. Tri Wijayanti, S.Farm, MPH. and Dr. Opstaria Saptarini, M.Sc.

Primary Health Centers (Puskesmas) are essential healthcare facilities at the first level of service. This study aims to evaluate drug management at Karangpandan and Tawangmangu Inpatient Health Centers, determine priority issues using the Hanlon method, and analyze root causes and improvement strategies through the 2024 Fishbone diagram. The evaluation was carried out since in 2023 several health centers in Karanganyar District had not yet met the drug availability standards, indicating the need for improvements in the procurement and distribution system.

This research was conducted at Karangpandan and Tawangmangu Health Centers using a descriptive mixed-methods approach. Quantitative data were obtained through observation and document review based on Ministry of Health Regulation No. 74 of 2016, the National Formulary (FORNAS), and the National Essential Medicines List (DOEN), while qualitative data were collected through purposive interviews. The data were analyzed using descriptive statistics.

The results showed that drug management at Karangpandan and Tawangmangu Health Centers was in line with Ministry of Health Regulation No. 74 of 2016, although not all indicators were fulfilled. The data obtained included observations, document reviews, and interviews with drug management staff. Of the 34 indicators referred to in the guidelines by the Ministry of Health & JICA (2010) and Satibi et al. (2021), Karangpandan met 16 indicators and Tawangmangu met 18. The Hanlon analysis highlighted major constraints related to staff training, procedures, and storage facilities, while the Fishbone diagram identified contributing factors from human, machine, material, method, environment, and measurement aspects.

Keywords: Drug Management, Fishbone Diagram, Hanlon Method, Health Center, Karanganyar Regency, Quality Evaluation.

ABSTRAK

Desti Nuryani Sitompul., EVALUASI PENGELOLAAN OBAT DENGAN PENENTUAN PRIORITAS MASALAH METODE HANLON DAN TINDAK LANJUT MENGGUNAKAN DIAGRAM *FISHBONE* DI PUSKESMAS KARANGPANDAN DAN TAWANGMANGU KABUPATEN KARANGANYAR TAHUN 2024, PROGRAM STUDI S-2 FARMASI, UNIVERSITAS SETIA BUDI SURAKARTA. Dibimbing oleh Dr. apt. Tri Wijayanti, S.Farm, MPH. dan Dr. apt. Opstaria Saptarini, M.Sc.

Puskesmas merupakan fasilitas kesehatan penting pada pelayanan tingkat pertama. Penelitian ini bertujuan mengevaluasi pengelolaan obat di Puskesmas Rawat Inap Karangpandan dan Tawangmangu, menentukan prioritas masalah dengan metode *Hanlon*, serta menganalisis akar penyebab dan tindak lanjut perbaikan menggunakan diagram *Fishbone* 2024. Evaluasi ini dilakukan karena pada tahun 2023 terdapat puskesmas di Kabupaten Karanganyar yang belum memenuhi standar ketersediaan obat, sehingga perbaikan pada sistem pengadaan dan distribusi sangat diperlukan.

Penelitian ini dilaksanakan di Puskesmas Karangpandan dan Tawangmangu dengan menggunakan metode deskriptif *mixed methods*. Data kuantitatif diperoleh melalui observasi dan telaah dokumen sesuai Permenkes No. 74 Tahun 2016, FORNAS, dan DOEN, sedangkan data kualitatif melalui wawancara *purposive*; analisis menggunakan statistik deskriptif.

Hasil penelitian menunjukkan pengelolaan obat di Puskesmas Karangpandan dan Tawangmangu telah sesuai Permenkes No. 74 Tahun 2016, meski belum seluruh indikator terpenuhi. Data yang diperoleh meliputi hasil observasi, telaah dokumen, serta wawancara dengan petugas pengelola obat. Dari 34 indikator yang merujuk pada pedoman Kemenkes & JICA (2010) serta Satibi *et al.* (2021), Puskesmas Karangpandan memenuhi 16 indikator dan Puskesmas Tawangmangu 18 indikator. Analisis *Hanlon* menyoroti kendala utama pada pelatihan petugas, prosedur, dan sarana penyimpanan, sementara diagram *fishbone* mengungkap penyebab dari aspek manusia, mesin, *material*, metode, lingkungan, dan pengukuran.

Kata Kunci: Diagram *Fishbone*, Evaluasi Mutu, Kabupaten Karanganyar, Metode *Hanlon*, Pengelolaan Obat, Puskesmas.