Developing a Prescription Queue System Model in Special Pharmacy Unit for Outpatient Holders of ASKES Health Insurance at RSPAD Gatot Soebroto 2005

Pengembangan Model Sistem Antrian Resep Apotik Khusus Peserta ASKES Untuk Pelayanan Rawat Jalan di RSPAD Gatot Soebroto Jakarta Tahun 2005

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Abstract:

The quality in providing quick and timely prescribed drugs will satisfy pharmacy unit customers. Sixty four percent customers of RSPAD Gatot Subroto pharmacy unit in 2002 were unsatisfied due to procrastinating and long queueing. This study aimed at finding out description of input population characteristics, queue, facility, waiting time and time of service, and the best alternative prescription queue system in pharmacy unit for outpatient covered by ASKES health insurance at RSPAD Gatot Soebroto in 2005. This was a quantitative study with case study approach. The study was conducted from 9th May 2005 - 13th May 2005, from 08.00 AM - 03.00 PM. Samples were prescription sheets received by the pharmacy i.e 316 sheets of prescription. Primary data was collected by observing queue and services provided. Secondary data was collected from documentations in the outpatient-care pharmacy. The results showed: 1) input population was unlimited number of population, 2) number of arrival was random, 3) length of queue was unlimited with FIFO (First In First Out) and SIRO (Service In Random Order), 4) structure of facility service was single channel and multiphase with randomly serviced model. The average waiting time to process one prescription to drug delivery was 59 minutes. The best alternative prescription queue system was M/M/2 i.e. 1) system of arrival was random (M), 2) system of service was random (M), 3) number of facility services was 2 servers. The average of waiting time was 17 minutes in busy working hours.
Keyword:

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