

## **ABSTRACT**

### **OBSERVATION OF MEDICATION MANAGEMENT AT MITRA KELUARGA SURABAYA HOSPITAL BASED ON HEALTH MINISTER REGULATION NUMBER 72 OF 2016**

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Pharmaceutical service standards are a crucial reference that guides pharmaceutical professionals in delivering pharmaceutical services. Therefore, effective management of medication within the realm of pharmacy is highly important and demands sound management. However, this process is also influenced by various factors that need careful consideration. To gauge the effectiveness of medication management processes, stages such as planning, procurement, receipt, storage, distribution, control, recall, recording, and reporting must all be attended to in order to evaluate the medication management system at the Mitra Keluarga Surabaya Hospital Pharmacy Installation.

This research was conducted at the Mitra Keluarga Surabaya Hospital Pharmacy Installation and takes the form of qualitative descriptive research, utilizing data from interviews and direct observations. The study involved four informants, including two pharmacists and two pharmacy technicians.

Based on the conducted research, the conclusion drawn is that the medication management system at the Mitra Keluarga Surabaya Hospital encompasses planning, procurement, receipt, storage, distribution, control, recall, recording, and reporting, all in accordance with the Pharmaceutical Service Standards stipulated by health regulations in Health Minister Regulation Number 72 of 2016.

**Keywords:** Pharmaceutical service, management of medication, health regulations