

ABSTRACT

PERCEPTION OF PHARMACEUTICAL TECHNICAL PERSONNEL IN COMMUNITY PHARMACY SERVICES (PHARMACIES) TOWARDS PATIENT SAFETY

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Patient safety is a system that makes patient care safer, including risk assessment, identification of patient risk management, reporting of incident analysis, the ability to learn from incidents and follow-up, and implementation of solutions to minimize risks, prevent injuries from taking action. Medication error in England WHO (2016) between January 2005 and December 2010 there were prescription errors between 10-12% or as many as 517,415 reports of these errors including the administration stage 50%, the prescription stage 18%, lost and delayed drugs 16%, wrong doses 15%. Quantitative research descriptive observation method, cross-sectional design. Distributing questionnaires via google form to pharmaceutical technical personnel working in pharmacies in North Surabaya and East Surabaya. Within 3 months January - March 2024. The results of the validation test and reliability test of this questionnaire, dimensions 1-5 were declared valid because of the requirements where the significant test was <0.05 . The reliability test on the questionnaire was declared reliable because of the requirements where Cronbach's Alpha > 0.60 . So the questionnaire is worthy of being used as data collection. This study is to determine the perception of pharmaceutical technical personnel based on the demographics of female respondents (88%), location of East Surabaya (57%), length of service 1-5 years (39%), age 26-30 years (37%), last education D3 pharmacy (100%). Has a perception with a very good category of (70%). Suggestions for research can be improved especially for patient safety regarding medication error variables, reporting medication errors and no blame culture, feedback on communication about errors, and direct superiors. Continuously updating SPOs, providing more frequent training on patient safety in order to develop science and technology in every pharmaceutical service.

Keywords: Patient safety, Medication error, Pharmaceutical Technical Personnel