

Self-assessment in the implementation of pharmaceutical care in Indonesian hospitals

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Abstract— Background: Pharmaceutical care is regarded as the process of optimizing the outcome of a patient's drug therapy, thus improving the patient's quality of life. In 2016, the Indonesian Government launched a new regulation of pharmacy services in hospitals which has integrated the concept of pharmaceutical care. Yet, little is known regarding its implementation. **Objective:** To assess the implementation of pharmaceutical care in Indonesian hospitals. **Methods:** A self-assessment questionnaire was administered to pharmacists/pharmacy staff invited in a meeting as representatives of 50 hospitals across East Java-Indonesia. The questionnaire consisted of two parts: (1) hospital characteristics, and (2) implementation of pharmaceutical care—that included four areas: hospital policy, pharmaceutical management, clinical pharmacy, and quality evaluation. Descriptive statistics were used to analyze the responses. **Results:** This study involved 50 hospitals; the mean score for pharmaceutical care implementation was 68.84 ± 18.30 (possible range score 1-100). The mean score per area: hospital policy 26.08 ± 4.65 (0-33), pharmaceutical management 18.29 ± 3.66 (0-25), clinical pharmacy 21.50 ± 8.45 (0-37), and quality evaluation 3.57 ± 1.82 (0-5). Clinical pharmacy areas was the least implemented compared to other areas; of those-dispensing sterile products (e.g. parenteral nutrition dispensing, intravenous admixture, and cytotoxic handling) 0.61 ± 0.84 (0-3), medication reconciliation 0.48 ± 0.86 (0-2), and bedside visits 2.48 ± 2.23 (0-6)-were scored the lowest. **Conclusion:** Indonesian hospitals generally reported an acceptable baseline of pharmaceutical care implementation; however, supports from the national/professional bodies would be required to optimize the implementation, particularly in the areas of clinical pharmacy.

Key words: pharmaceutical care, hospital pharmacy services.
