

ABSTRACT

Health workers have an important role to improve the quality of healthcare and support awareness, willingness and ability of people to live healthy. The quality of human resource requirement plan is determined by accurate information of personnel. But, the difficulty of obtaining accurate data needed to calculate the workload of each type of worker still became an obstacle (MOH, 2014). Dr. Saiful Anwar Malang hospital is the public hospital of East Java region. Hospitalization capacity is 872 beds, with 25 ward pharmacists and it has an ideal value of BOR and ALOS (RSSA, 2015). The pharmacists : patients ratio based on the number of beds at 1 : 34,88. Meanwhile, inpatient care pharmacy services that include managerial and clinical pharmacy ideally requires pharmacists with the ratio 1 : 30 (MOH, 2014).

The objective of this study is to identify the number of pharmacists needs based on workload according to appropriate service standard in the inpatient care unit of type A hospital with Dr. Saiful Anwar Malang hospital as a study model.

The study was a descriptive survey of job analysis with Workload Indicator Staffing Needs (WISN) method. The population in this study is all ward pharmacists based on director decree as a legal aspect. The sampling method is purposive sampling, in order to obtain 20 number of pharmacists. Quantitative data obtained from direct observation of the activities of each pharmacists. In addition, we also recorded on secondary data as the quantity of pharmacist's activities. The instrument used in this study is the observation guide, stopwatch, as well as the recording form for secondary data.

Based on WISN analysis, the number of ward pharmacists needs is 43 in Dr. Saiful Anwar public hospital. It concluded that hospital is still having problem, a shortage of ward pharmacist with WISN ratio = 0.58 (<1.00). But in type A hospital for generalization, the number of pharmacists needs based on workload according to appropriate service standard in the inpatient care unit is 42. The results obtained from eliminating the time for supporting and additional activities that probably not a ward pharmacist's task of other type A hospitals. With a total number of 872 beds, 37099 inpatient admissions per year, and 6.26 days ALOS, it can be calculated that the pharmacist : patient ratio based on the number of beds and the ideal workloads are at $42 : 872 = 1 : 21$.

But the ratio can not be applied to critical care units, because the number of patients will usually be limited, the maximum is 15 beds. However, pharmacist's therapy assessment can be performed more often due to the complexity of therapy.

Keywords: ward pharmacist, type A hospital, workload analysis, inpatient care, Workload Indicator Staffing Needs (WISN)