ABSTRAK

Standar Pelayanan Minimal (SPM) merupakan indikator mutu pelayanan yang wajib dipenuhi oleh rumah sakit untuk menjamin terselenggaranya pelayanan kesehatan yang berkualitas, efektif, dan berorientasi pada keselamatan pasien. Namun, implementasi SPM di berbagai rumah sakit masih menghadapi berbagai kendala, salah satunya keterlambatan waktu tunggu pelayanan obat yang dapat menurunkan mutu pelayanan dan kepuasan pasien. Kondisi tersebut juga terjadi di RSUD Tongas Kabupaten Probolinggo sehingga diperlukan peran Satuan Pengawas Internal (SPI) dalam memastikan kepatuhan terhadap SPM melalui kegiatan audit internal. Penelitian ini menggunakan pendekatan kualitatif dengan desain studi kasus deskriptif. Pengumpulan data dilakukan melalui wawancara semi terstruktur, observasi, dokumentasi, dan triangulasi sumber serta teknik terhadap Kepala SPI dan pihak Instalasi Farmasi. Analisis data menggunakan model Miles dan Huberman yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan. Hasil penelitian menunjukkan bahwa SPI berperan dalam melaksanakan audit kepatuhan, mengidentifikasi penyebab ketidaksesuaian indikator SPM, memberikan rekomendasi perbaikan, serta melakukan monitoring tindak lanjut secara berkelanjutan. Faktor penghambat utama meliputi tingginya jumlah resep pada jam sibuk, keterbatasan sumber daya manusia, dan belum terintegrasinya Sistem Informasi Manajemen Rumah Sakit (SIMRS) dengan sistem BPJS. Implementasi rekomendasi SPI berkontribusi terhadap peningkatan kepatuhan SPM, serta mendukung peningkatan mutu pelayanan farmasi di RSUD Tongas.

Kata kunci: Audit internal; Satuan Pengawas Internal, Standar Pelayanan Minimal, Farmasi

ABSTRACT

Minimum Service Standards are mandatory quality indicators that hospitals must meet to ensure effective, high-quality, and patient-centered healthcare services. However, many hospitals still face challenges in implementing MSS, particularly prolonged medication dispensing waiting times that reduce service quality and patient satisfaction. A similar issue occurred at Tongas Regional General Hospital, Probolinggo Regency, highlighting the need for the Internal Audit Unit to improve compliance through internal audits. This study employed a qualitative approach with a descriptive case study design. Data were collected through semi-structured interviews, observations, documentation, and triangulation involving the Head of the Internal Audit Unit and pharmacy personnel. Data were analyzed using the Miles and Huberman model, including data reduction, data display, and conclusion drawing. The findings showed that the Internal Audit Unit conducted compliance audits, identified the causes of non-compliance, provided corrective recommendations, and monitored follow-up actions. The main barriers were high prescription volumes during peak hours, limited human resources, and the lack of integration between the Hospital Management Information System (HMIS) and the National Health Insurance (BPJS) system. These recommendations improved compliance with MSS and enhanced the quality of pharmacy services at Tongas Regional General Hospital.

Keywords: Internal audit; Internal Audit Unit; Minimum Service Standards; Pharmacy