

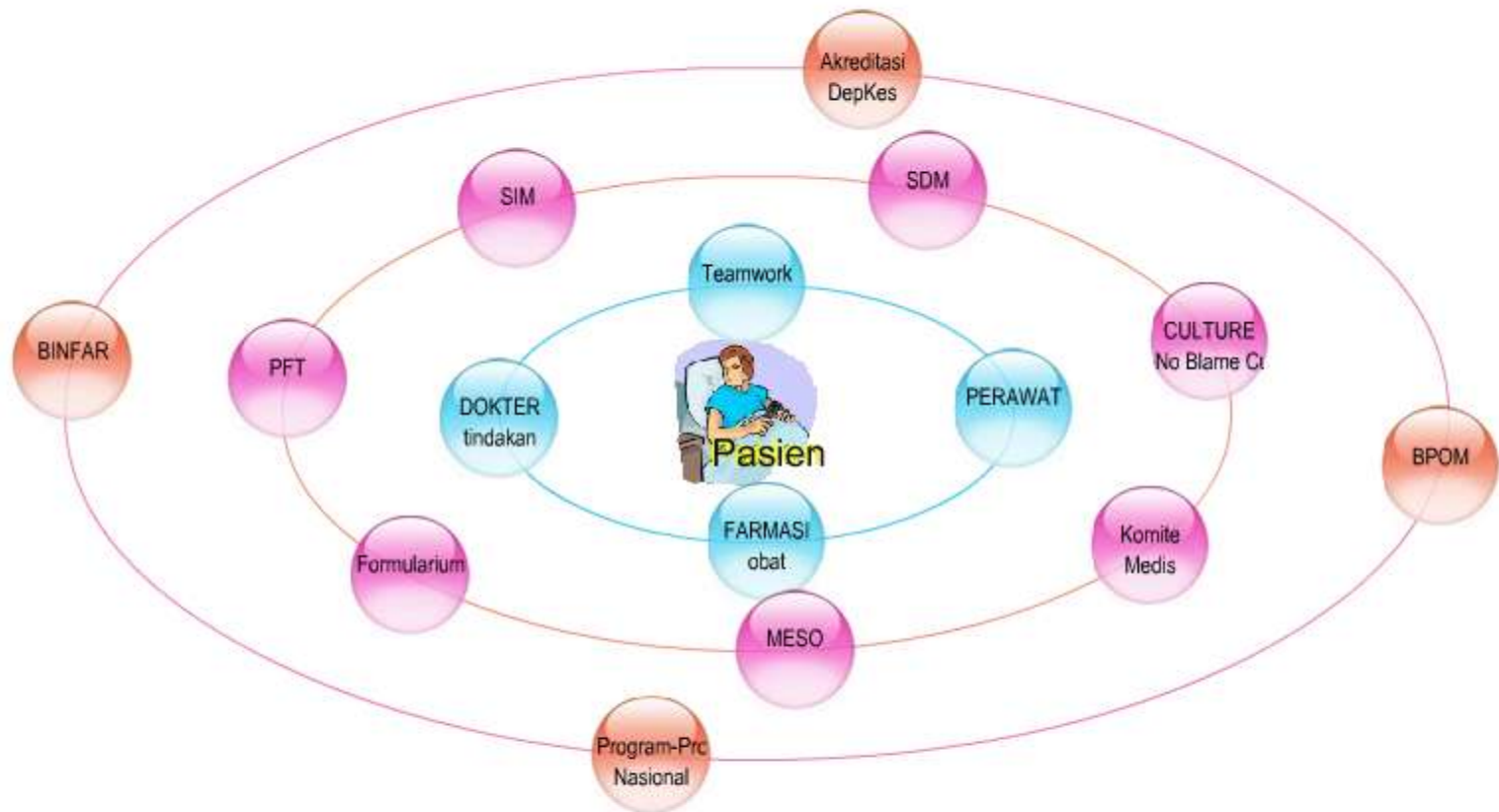
Membangun Budaya Patient Safety dalam Pelayanan Farmasi

PATIENT SAFETY

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IHQN
191108
BANDUNG

PATIENT SAFETY





OPEN SYSTEM

- Microsystem (Ujung Tombak → Pasien)
- Macrosystem (Rumah sakit)
- Megasystem (Nasional)

Microsystem dipengaruhi bahkan tergantung kepada sistem yang lebih besar

MEGASYSTEM

LOOK ALIKE-SOUND ALIKE
LASA







SOUND ALIKE

Suplemen	PROZA echinacea, vit C, Zn	PROZAC fluoxetine	antidepresan
Antikolesterol	LESCHOL Fluvastatin	LESICHOL lecithin, vitamin	Essential Phospholipids
Analgetik	MEFINTER As.mefenamat	METIFER mecobalamin	mecobalamin
Antiulcer	LOSEC	LASIX	diuretika
antiemetik, antivertigo antipsikotik	CHLORPROMAZIN	CHLORPROPAMID	Antidiabet
antihistamin	DIPHENHYDRAMINE	DIMENHYDRINAT	Antiemetik antivertigo

Tall Man Lettering

Sound-a-like, Look-a-like (SALA) →
penyebab 25% dari medication error

ChlorproMAZINE

ChlorproPAMIDE

HydrALAZINE

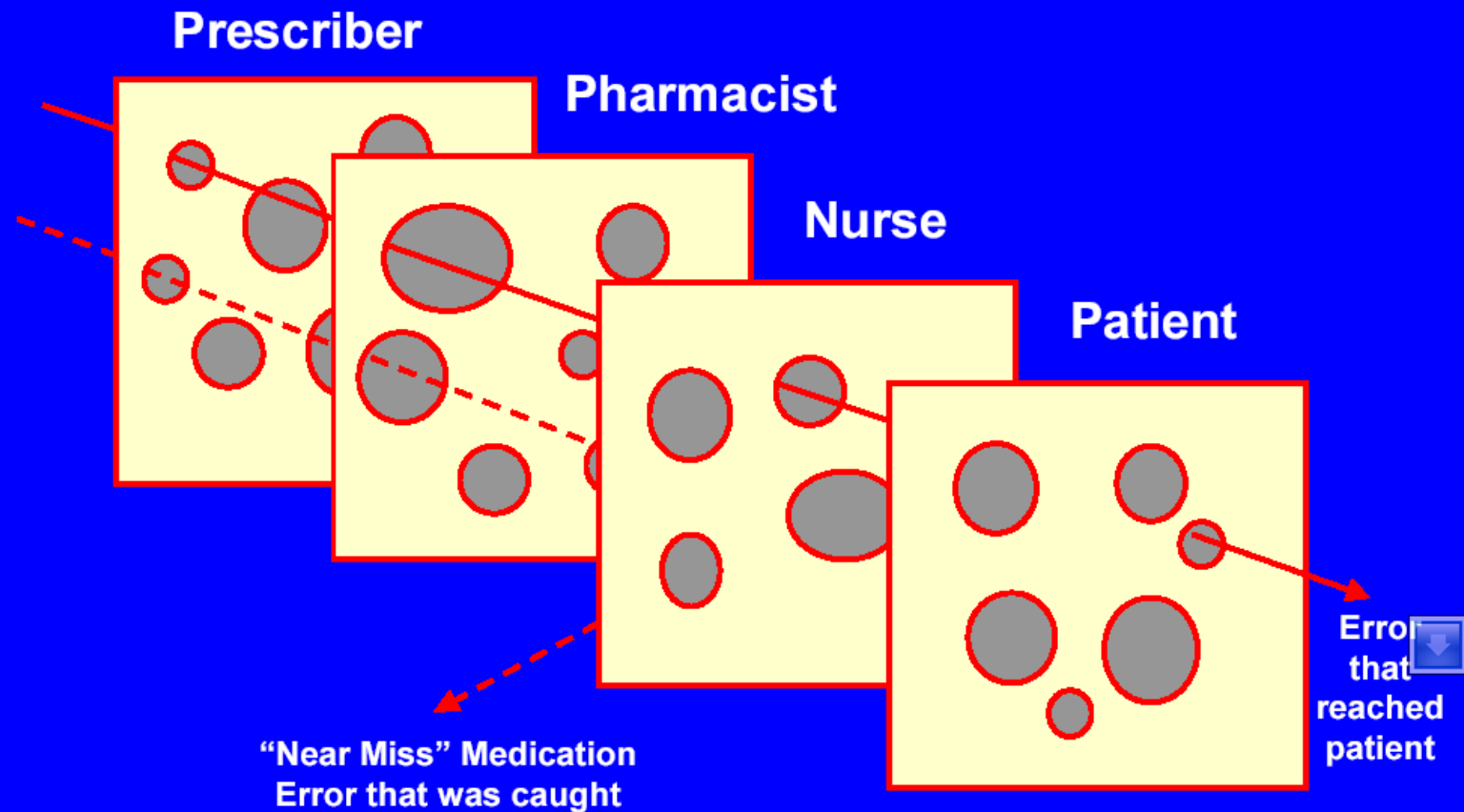
HydrOXYzine

PredniSONE

PrednisoLONE

MACROSYSTEM

Defensive Layers in the Medication System



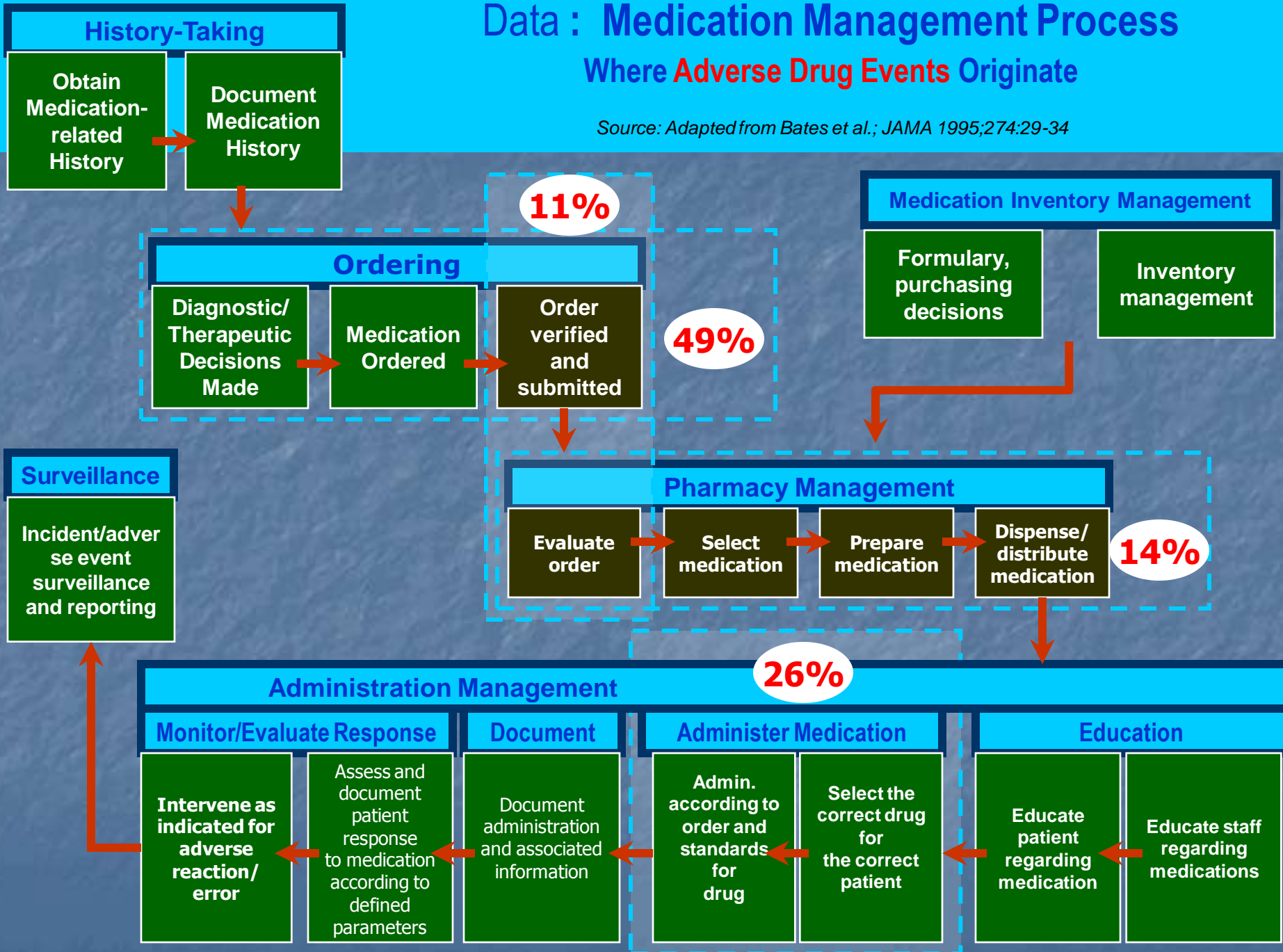
Medication Management Process Where **Adverse Drug Events** Originate

*Source: Adapted from Bates et al.;
JAMA 1995;274:29-34*

Data : Medication Management Process

Where Adverse Drug Events Originate

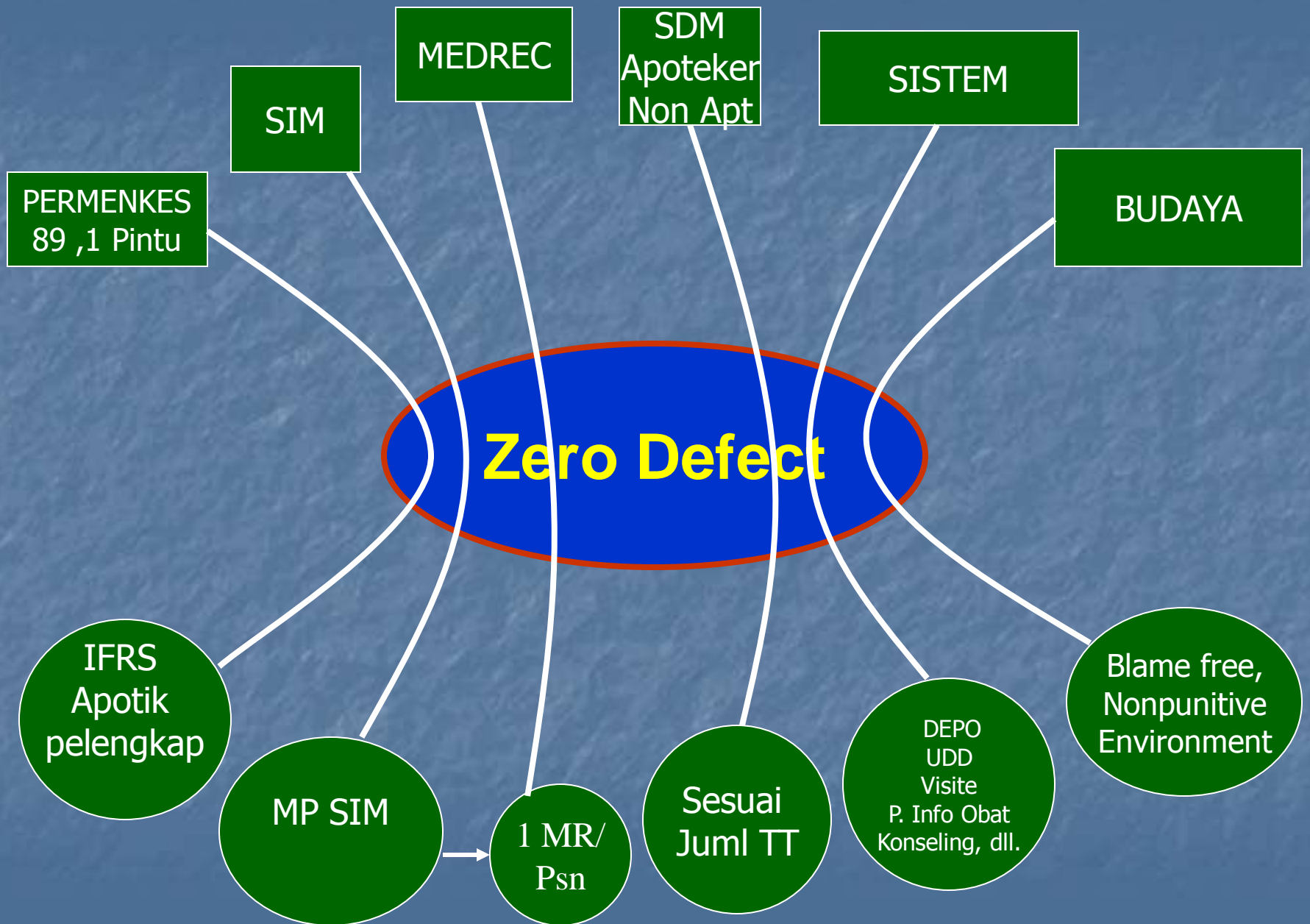
Source: Adapted from Bates et al.; JAMA 1995;274:29-34



TEAMWORK

Budaya patient safety

- *System thinking*
- Komitmen bersama
- Keterbukaan (*no blame culture*)
- Trust antar profesi
- Komunikasi



MICROSYSTEM

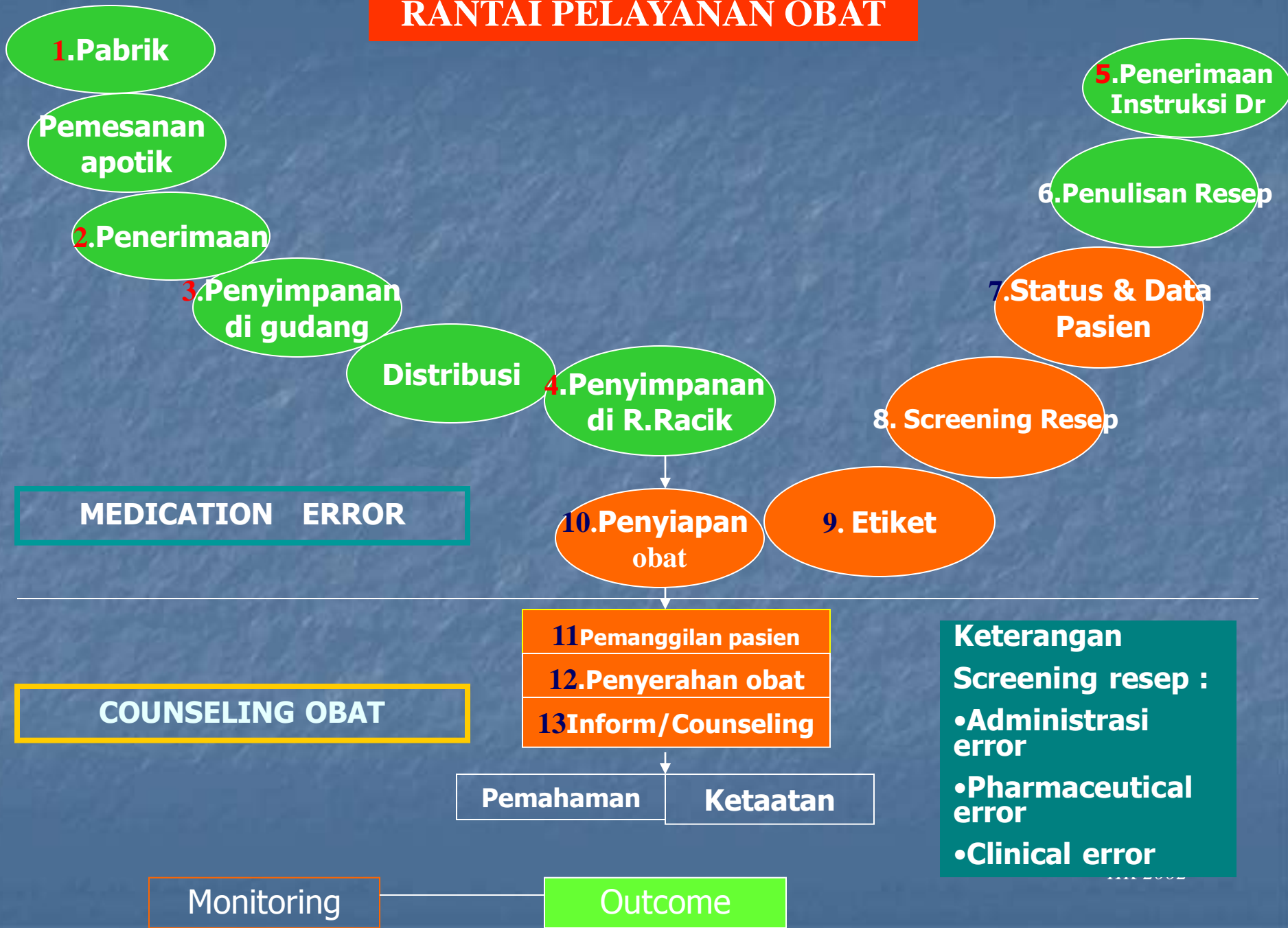
KEBIJAKAN PELAYANAN FARMASI

- Disetiap depo ada Apoteker yang bertanggung jawab
- Jumlah Apt & AA sesuai dengan ratio resep, kesulitan, jumlah item obat
- Pengendalian dilakukan selama pelayanan & setelah pelayanan dng penerapan konsep Pharmaceutical Care-Patient Focus
- Setiap langkah pelayanan ada SOP nya

FARMASIS



RANTAI PELAYANAN OBAT



Rantai Pelayanan Obat



Rantai Pelayanan Obat

Kekuatan suatu rantai sama dengan kekuatan mata rantai terlemah



HIGH-ALERT MEDICATIONS

Contoh:

OBAT ANTIDIABETES oral

- Banyak interaksi (warfarin, digoxin, obat tiroid, beta blocker) → hipoglikemi
- Bila tidak dilakukan perubahan doses bila pasien diet, exercise → hipoglikemi
- Bila keliru diberikan pada pasien non diabet → hipoglikemi → koma.

OBAT ANTIDIABET



SCREENING RESEP



**ADMINISTRATION
ERROR**

**PHARMACEUTICAL
ERROR**

CLINICAL ERROR

Administrativ
Errors/
Prescribing Errors

```
graph LR; A[Administrativ Errors/ Prescribing Errors] --> B[Kejelasan tulisan]; A --> C[Kelengkapan resep]; A --> D[Keaslian resep]; A --> E[Kejelasan instruksi];
```

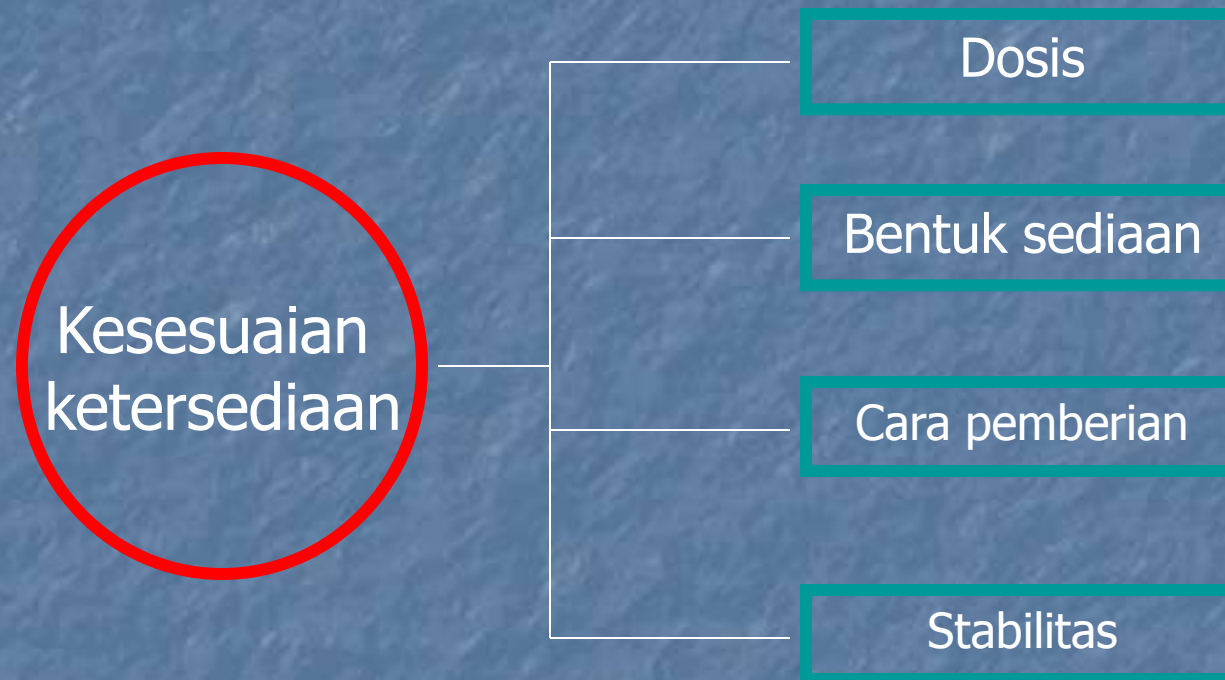
Kejelasan tulisan

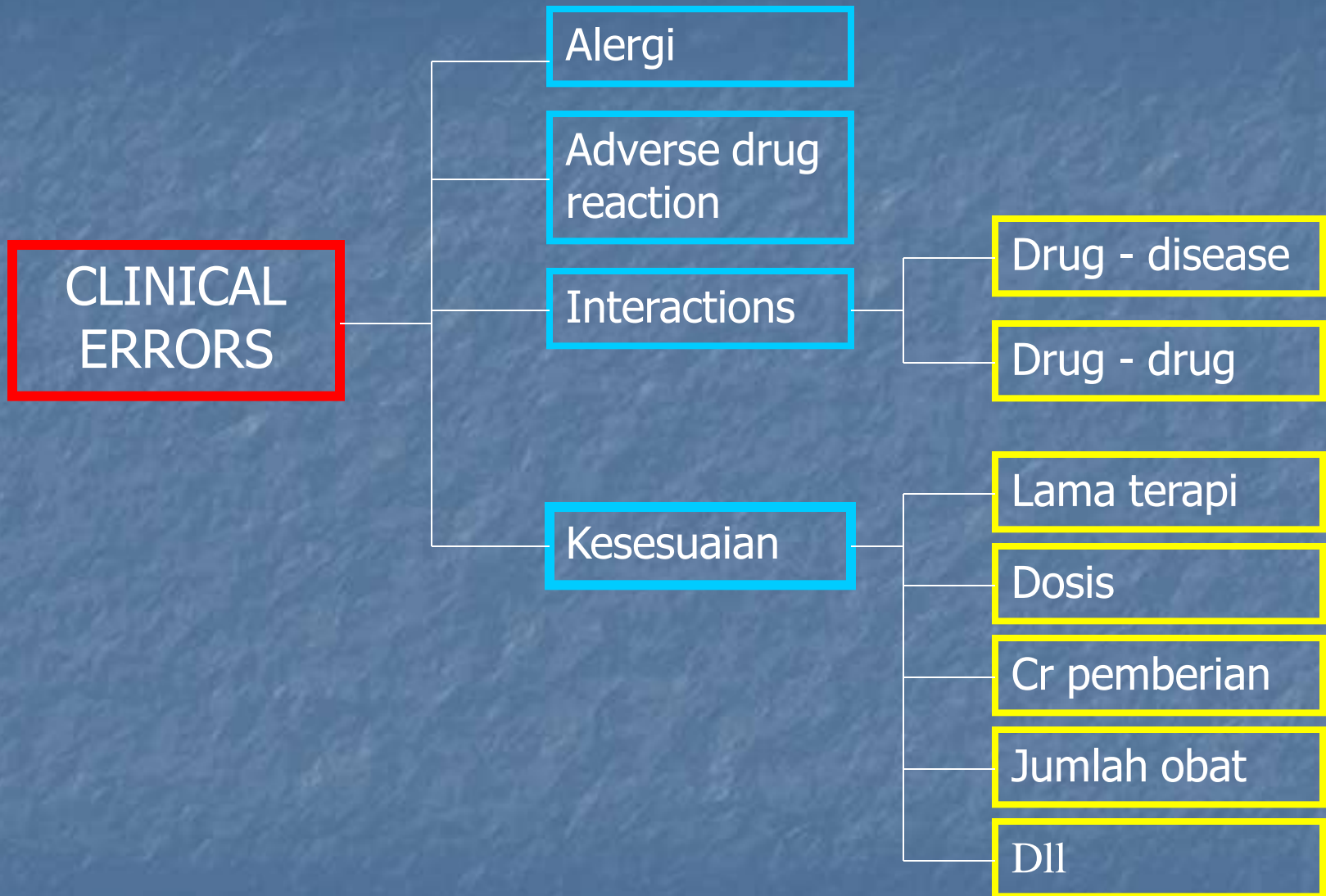
Kelengkapan resep

Keaslian resep

Kejelasan instruksi

PHARMACEUTICAL ERRORS



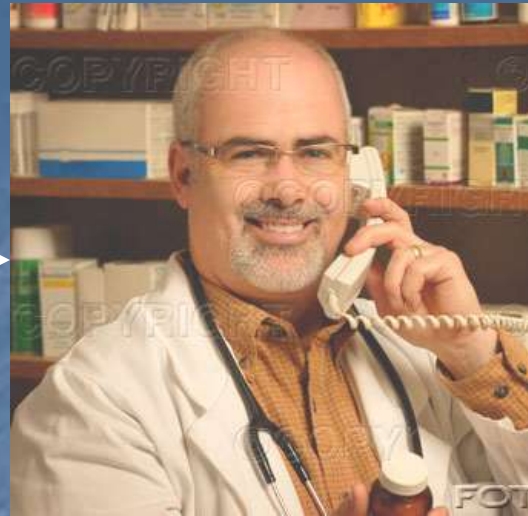






Masalah

Tidak ada Masalah



PERPUSTAKAAN





Ruang Pelayanan Informasi Obat

FARMASIS 'YAN-FARMASIS PIO



FARMASIS-DOKTER



FARMASIS DOKUMENTASI



QUALITY ASSURANCE



QUALITY ASSURANCE

PT. (Persero) ASURANSI KESEHATAN INDONESIA
PROPINSI JAWA BARAT
R.S. dr. HASAN SADIKUN
Jl. Pasteur 38 Tm
BANDUNG

70644 K

NAMA OBAT	VO DEMONTA DOKTER		TOTAL HITUNGAN (dosis x jam)	JML. YANG DISELATKAN (dalam bulan asuransi)
	DOSIS	JAM		
INH	100	28	2800/300	9/3 ✓
Mipam	150	28	4200/300	14 ✓
MEMOHITUNG	SERBACIK LIHAT		PESIKERUSA	

Apotik Koperasi Pegawai RSHS - ASKES
Jl. PASTEUR No. 38, 1965, 201165 BANDUNG
APOTIK (DR. HASAN SADIKUN) 38 Tm

Apotik Koperasi Pegawai RSHS - A
Jl. PASTEUR No. 38, 1965, 201165 BANDUNG
APOTIK (DR. HASAN SADIKUN) 38 Tm



QUALITY CONTROL RESEP (Penanganan Koreksi Resep)



FARMASIS FEEDBACK QA



ANTARA TEKNOLOGI DAN BUDAYA

- Budaya
 - Pharmaceutical Care
 - Blame free, non punitive environment
 - Leadership
 - Komitment
- Pemanfaatan IT
 - Sistim pencatatan dalam pelayanan
 - Etiket rangkap
 - Analisa
 - Program pencatatan Medication Error
 - Dokumentasi

PUSTAKA

- *Pharmacist Scope of Practice*, American College of Physicians Ann Intern Med. 1 Jan 2002
- *ISMP Medication Safety Self Assessment for Hospitals*, Institute for Safe Medication Practices, 2004
- *Leadership Guide to Patient Safety*, Health Institute for Healthcare Improvement, 2006
- Strand LM, Morley PC, Cipolle RJ. *Pharmaceutical Care an Introduction*, the Up John company 1992
- Strand LM, Morley PC, Cipolle RJ. *Pharmaceutical Care Practice*, the McGraw-Hill company 1998
- Cohen MR, *Medication Error*, American Pharmaceutical Association Foundation 2000
- Bates et al, *Incidence Of Adverse Drug Events & Potensial Drug Events*, JAMA 1995; 274:29-34

Terima Kasih

