

# EVALUATION ON THE IMPLEMENTATION OF DRUG INFORMATION SERVICE AT PHARMACY IN YOGYAKARTA

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**Background.** *The drug information service is a part of pharmaceutical care to increase the quality of life of patient. To prevent unappropriated drug use and to improve patients knowledge and understanding on drug use leads to the treatment compliance and the success of therapeutical management. Therefore, it is extremely important to give drug information service for the patients and their family.*

**Objective.** *This study was aimed to identify the realization of drug information service implementation at pharmacy in Yogyakarta.*

**Methods.** *This study was non-experimental study with descriptive observational design and quantitative approach*

**Outcome measured.:** *Drug information aspects : the name of the drug and aim of treatment, the rule of drug use, the schedule of drug use, and the period of using the drug.*

**Result.** *The result showed that the implementation of drug information service at pharmacy in Yogyakarta had been conducted well. There were four information aspects was gived to the patients. Based on the observation, 70 % patients experienced drug information service on the name of the drug and aim of treatment, the rule of drug use, the schedule of drug use, and the period of using the drug. However, information on the side effect of the drug and the drug storage were ungived. There were less than 70 % patient giving the information. Moreover, the number of patients giving information on drug toxicity and things to do related to drug toxicity reached merely 33,33%, whereas patient who come to pharmacy is out-patient who is responsible to the use of the drug.*

**Conclusion.** *Implementation of drug information service at pharmacy in Yogyakarta had been well conducted. Nevertheless, some aspects of drug information were not implemented optimally.*

**Keywords :** *implementation, drug information, pharmacy*

## INTRODUCTION

Strategy implementation is the total activities and choices which were required for the execution of a strategic plan. It is the process which objectives, strategies, and policies a process are put into action through the development of programs, budgets, and procedures. Although an implementation is usually considered after strategy has been formulated, an implementation is a key part of strategic management. Strategy implementation involves establishing programs to create a series of organizational activities. The purpose of a program is to make a strategy action oriented. The evaluation of strategy implementation is a process that monitors activities and actual performances result which can be compared with the standard (Hunger and Wheelen, 2006).

Pharmaceutical care was including the drug production, quality control of pharmaceutical preparations, safety, procurement, storage and drug distribution, drug management, drug prescription, drug information services, drug development, and traditional medicine. Pharmaceutical care is a direct and responsible service to patients, relating to pharmaceutical preparations in order to achieve results that are sure to improve the quality of life of patients (Anonymous, 2009)

The prices of drug and added costs of health care more expensive, causing people tried to self medication with drugs that are sold over the counter in pharmacy or the market (Sulistyarini, 2010). Before tried to self medication some one must be recognize that happened complaint, then can choose what is appropriate remedy to overcome the such complaints, and knowledge when to the drug used.

The drug information service is an activity to give accurate drug information and objective in relation to patient care, drug information services is essential in order to support the management culture and rational drug used. (Julianti and Widayanti, 1996). Pharmacist must give the drug information is a true, clear and easy

to understand, accurate, unbiased, ethical, thoughtful and up to date. The drug information service to patients is high quality of information includes a description of drugs that includes basic information about a drug component.

Pharmaceutical care has shifted from the drug oriented to the patient oriented. The consequence of changes in oriented, pharmacists are required to improve the knowledge, skills and behaviors in order to carry out the direct interaction with the patient. The other forms of interaction between the implementation drugs information, monitoring the drug used to determine the final destination as expected and well documented (Anonymous, 2008).

The standard of pharmaceutical care in pharmacy, the pharmaceutical care has developed standards that have been set out in the decree of the Ministry of Health of the Republic of Indonesia No 1027/MENKES/SK/IX/2004 is a parameter used to assess the quality of pharmaceutical care in the pharmacy (Anonymous, 2004). The drug information services and aspects of drug information give by pharmacists is part of pharmaceutical care at the pharmacy. Pharmacists practice in pharmaceutical care is integrated activity with the aimed of identifying, preventing and resolving related problems to health, especially in terms of drug used.

The role of pharmacist in the pharmacy, drug information services is extremely important to give for the patients and their family patients, especially for self medication patients. The self medication patients get the drug information from the experience of others, advertising in the mass media are often less complete, less precise, even plunged (Sulistyarini, 2010). We was known for many drugs in circulation and reach thousands of types of drugs, so as to confuse the public in choosing the right drug and safety drug for him. For that pharmacists should give accurate drug information and objective so that patients can use the drug correctly.

The study was aimed to identify the realization of the drug information service

implementation at pharmacy in Yogyakarta. From the result, it is expected for pharmacy can select the right step. So that the drug information services as the strategic plan to improve the pharmacy service quality, that has been planned can reach the target that has been established. So it can support the pharmaceutical care in pharmacy that has high quality to increase the quality of life of patient.

## RESEARCH METHODOLOGY

This type of research is non experimental study with observational descriptive design with quantitative approach. The data was obtained from the questionnaires distributed to respondents, patients with a doctor's prescription and self medication patient at pharmacy in Yogyakarta. The observation of the drug information services by pharmacist and the required patient. While primary data was taken form answers the questionnaire respondents.

The tools of this study used the questionnaires, the questionnaires used to determine the implementation of drug information services give and needed patients at pharmacy. The questions contain questionnaires used to regarding the factual drug information services give and required patient.

The study used non experimental design. The quantitative data was obtained from filled patients questionnaires. The sampling was conducted using purposive sampling or aimed sampling. The samples were patients and their family was come to the pharmacy. The inclusion criteria of adult patients aged over 17 years, the prescription patients or self medication patients who is willing to be respondents and exclusion criteria are not willing to be a respondent. The amount of data based on Roscoe who said the amount of data should be more than 30 and less than 500 (Sekaran, 2003).

The study was conducted at pharmacy in Yogyakarta, the pharmacy criteria is a pharmacy where located represents the area of the city in Yogyakarta. Each of the two pharmacies, located in the center, north, east, south and west of the city in Yogyakarta. Where the pharmacy has been providing counseling space, at least two pharmacists practice.

Data as analyzed descriptive statistics method to identify the drug information services implementation. In the analysis, the data of drug information services implementation that is was obtained from the questionnaire respondents. Data factual description of drug

**Table I. Factual description of Respondents**

Factual description of Respondents		Total	Percentage (%)
Visit to the pharmacy before	Often visit	90	90.91
	Rarely visit	9	9.09
Drugs purchased in pharmacy	Prescription drug	36	36.36
	Self medication	63	63.64
Status of the respondents	Their self	67	67.68
	Other self	32	32.32
Need for drug information services	Need	99	100.00
	Needn't	0	0.00
Ever get the full drug information services	Ever	58	58.59
	Never	41	41.41

Table II. Aspects of Drug Information Service

Aspects of Drug Information	Percentage (%)	Parameter
The information of drug name and aimed of treatment	89.90	Pharmacists give the information of drug name, efficacy and aimed of treatment
The information of frequency or schedule of drug use	93.94	Pharmacists give the information of frequency or schedule of drug use and drug dose
The rule of drug use information	93.94	Pharmacists give the rule of drug use, especially for special drug use
The period of drug used	75.76	Pharmacists give the period of drug used information
Adverse effect of the drug	67.68	Pharmacists give the information at general adverse effect of the drug in most of the patients drug used
The drug toxicity and things to do related to drug toxicity	33.33	Pharmacists give the drug toxicity information and things to do related to drug toxicity
The drug storage	60.61	Pharmacists give the drug storage information

information services give and needed patients are presented in table.

## RESULT AND DISCUSSION

The result showed that the implementation of drug information service at pharmacy in Yogyakarta had been conducted well. The respondents involved in this study were 99 respondents, with a factual overview of the respondents are presented in table I

The factual of respondents in Table I showed that 90.91% of respondents were costumers pharmacy where research, their often visit the pharmacy. Respondents drugs purchased at pharmacies without a prescription or self medication as much as 63.64%, is greater than the prescription drugs that reached 36.36%. The majority of respondents status were patients on drugs purchased by 67.68%, which is only 58.59% of respondents who had give the full drug information services. From the statement of 100% of respondents require drug information services.

The implementation of the drug information service at the pharmacy, was description in Table II. The drug information

services was observed form aspects of drug information.

The implementation of the drug information service at the pharmacy in Table II, showed that the aspects of drug information had been conducted well. There were four information aspects was give to the patients. Based on the observation, 70% patients experienced drug information service on the name of the drug and aimed of treatment, the rule of drug used, the schedule of drug used, and the period of drug used. However, the information on the adverse effect of the drug and the drug storage were not implemented optimally. There were less than 70% patient giving the adverse effect of the drug and drug storage information. Moreover, the number of patients giving information on drug toxicity and things to do related to drug toxicity reached merely 33,33%, whereas patient who come to pharmacy is out patient who is responsible to the drug used.

## ACKNOWLEDGEMENTS

Limitations of this study, the data as analysed using descriptive statistic analysis. The

next study can use another methods to analysed, and completely analysis of the data.

## CONCLUSION

Implementation of drug information service at pharmacy in Yogyakarta had been well conducted. Nevertheless, some aspects of drug information were not implemented optimally

1. Patients at pharmacy in Yogyakarta overall needs drugs information services
2. There were four information aspects was give to the patients
3. Implementation drug toxicity and things to do related to drug toxicity information reached merely 33.33%

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