



Drug Logistics Service Management In Regional General Hospital Pharmacy Installations (Hospital) Undata Palu

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Abstract

This study aims to determine and analyze the Management of Drug Logistics Services at the Pharmaceutical Installation of Undata Palu Regional Public Hospital (RSUD). The theory used in this study is Siagian's theory which suggests that management is an activity of planning, organizing, directing and supervising carried out by each organization coordinating various data sources owned to achieve the goals set effectively and efficiently. This research method uses qualitative research that produces descriptive data through in-depth interviews in the form of written or oral statements of people and their observable actions. The location of this research is at the pharmaceutical installation of Undata Palu Regional Public Hospital. There were 5 informants selected using purposive methods. Data collection is carried out by interviews, observation, and documentation. Based on the results of the analyzed research in accordance with the management function ranging from planning, organizing, directing and supervising, at the planning stage in terms of procurement, storage and distribution of drugs has not gone well. Procurement of drugs in delivery takes 2-3 weeks, It is due to the expedition route from outside the city of Palu. This results in drug vacancies, consequently patient prescriptions are not served. Drug storage has not been maximized with less large warehouse space. The distribution of drugs has not been maximized seen from the empty drug stock. Organizing has been done effectively with human resources as expected. The direction is carried out by the head of the pharmaceutical installation who coordinates with the supporting fields in directing employees to work properly. Supervision is carried out through internal meetings and quarterly meetings that discuss performance reporting, achievements and constraints that occur in the field by coordinating with supporting fields.



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1. Introduction

Towards a healthy Indonesia 2025 is a health development goal in increasing awareness, hope, and advantages of healthy living for all people so as to achieve an increase in the degree of public health. The creation of a society that lives morally in a healthy environment, is entitled to good, balanced, comprehensive health services, and has the highest level of health in the world. I Territory of the Republic of Indonesia (Ministry of Health of the Republic of Indonesia, 2009).

Health efforts in supporting and improving health aimed at realizing good health conditions for the community. Health efforts are carried out through methods of health promotion (promotion), prevention (prevention), treatment (treatment) and recovery (rehabilitation), which are carried out comprehensively, integrated, affordable and sustainable. The concept of unity of health efforts is a guideline for health institutions in Indonesia, one of which is hospitals. The hospital is a health service referral with the main function in healing and recovery. (Bramantoro, 2017)

Health services in hospitals are in the form of outpatient unit services, inpatient, emergency room and medical services and medical support services. One of the medical support services is pharmaceutical services that have been regulated in the Indonesian Constitution Number 44 of 2009 concerning Hospitals. Pharmaceutical services have been regulated in PERMENKES Number 58 of 2014 concerning Pharmaceutical Service Standards. Pharmaceutical installations are an important sector in the main health services of hospitals. Hospitals cannot work properly if the hospital does not have medicine. Pharmaceutical installations have a major impact on hospitals and various other healthcare organizations. (Permenkes No. 58 of 2014)

Pharmaceutical services are supporting services that provide (revenue center) revenue center for hospitals, seeing that more than 90% of health services in hospitals use pharmaceutical supplies ranging from drugs, chemicals, radiology materials, medical devices consumables, medical devices, and medical gases. 50% of all hospital income comes from pharmaceutical supply management (Satrianegara et al., 2018)

Drug management in hospitals is very important because more than 90% of medical services in hospitals use drugs, so the availability of drugs is a very important indicator. Drug vacancies, running out of drugs or stacking drug storage can affect economically and medically, so it requires good effective and efficient drug management (Satibi, 2016).

Based on initial observations that the management of drug services at the Undata Palu General IFRS has not been optimal. Starting from the planning, from the aspects of procurement, receiving, storing, distributing, eliminating, and evaluating. Planning for drug needs every year has not been carried out effectively according to the available budget. Drug procurement has not been carried out efficiently because there are still problems regarding delayed or empty drug availability stocks at pharmaceutical service depots. This causes there are still patients who have to postpone giving their drugs and have to buy drugs to outside pharmacies, as a result prescriptions are not served and there are still many drugs needed by patients are not available so that it seems that the hospital is not able to carry out drug management properly so that it has an impact on the delay in patient first aid, so that the level of patient trust in hospital services is reduced (Terry, 2010).

From the problems mentioned above, siagian theory can be used in studying existing problems. Siagian (2009) suggests that management is an activity of planning, organizing, directing, and supervising carried out by each organization coordinating various resources owned to achieve the goals set effectively and efficiently. Until the author is interested in raising the title "Management of Drug Logistics Services at Regional General IFRS (RSUD) Undata Palu (Siagian, 2003).

2. Materials and Methods

This research was used to gain a deeper understanding of drug logistics service management in hospitals at Undata Hospital Palu. This study uses qualitative research that produces descriptive data through in-depth interviews in the form of written or oral statements of people and their observable actions. The informants in this study are:

1. Head of Pharmaceutical Installation Undata Hospital Palu
2. Head of Support
3. Chief Logistics Officer
4. Head of Outpatient Depot
5. Technical Implementation Officer of Activities

The data collection process is the most important process in research because the main purpose of research is to obtain data. A data source is anything that can provide information about related research. The data used in this study used two types of data sources, namely: primary data and secondary data (Lexy, 2007).

The data analysis technique in qualitative research is the data analysis of the Miles and Huberman model. According to Miles and Huberman (Sugiyono, 2018) stated that, "Activities in qualitative data analysis are carried out interactively and take place continuously until complete". Data analysis techniques used by the study using the Miles and Huberman model: data collection, data reduction, data presentation, and data verification.

This research refers to the theory of Siagian (2009), which explains that the management function is planning, organizing, directing and supervising, then the conceptual definition of this research is the implementation of drug logistics service management at the pharmaceutical installation of Undata Palu Hospital which includes planning, organizing, directing and supervising (Siagian, 2003).

3. Results and Discussions

Pharmaceutical services in hospitals have been regulated in PERMENKES Number 72 of 2016 concerning Pharmaceutical Service Standards in Rumah Sakit. Pharmaceutical installations are an important part of the hospital sector. Hospitals will find it difficult to carry out activities if drugs are not available in the hospital. The management of drug services was carried out at the Faramasi installation of Undata Hospital Palu as explained by Siagian (2009), who explained that the management function is planning, organizing, directing and supervising.

1. Planning

Planning is a process that involves various kinds of efforts made to anticipate future or future trends and determine the right strategy to realize the targets and goals of the organization or institution. Planning carried out at the Pharmaceutical Installation of Undata Hospital, Central Sulawesi Province, is usually carried out planning starting from the source of funds, human resources, obstacles faced and what steps must be taken. Drug and medical equipment and consumables (BMHP) planning is made in the annual Requirement Proposal which will be used for the next year's drug expenditure budget. The next year's drug needs must be based on the Hospital formulary and have been calculated based on the Drug Needs considered from consumption patterns, memorability patterns and pharmaceutical supplies that are still available and approved funds. (listed in the list of work unit budgets/DASK).

The informant named Bahria Ridwan, SKM. S.FT., M.A.P as Head of Medical Support stated:

"So the drug planning process at pharmaceutical installations has been made 1 year before the current year, for example, drugs for 2023 mean that planning activities have been budgeted from 2022, usually at the beginning of the year activities have started for spending from proposed needs every month." (interview, November 21, 2022).

The results of the interview proved that drug planning had been carried out at Undata Hospital Palu before an order was made which was taken from the proposal for annual needs given by the Head of Pharmacy installation. Planning from the aspects of procurement, restoration, storage, distribution, and deletion is very important. This is needed to overcome in finding obstacles that hinder the implementation of the planned program.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"For planning for 1-year drug needs recorded, recapitulated based on the needs of each service unit or depot, both doctors and other health workers" (interview, December 12, 2022)

The results of the interview conducted with the Head of Pharmaceutical Installation of Undata Hospital Palu are that it is true that drug planning will be carried out 1 year before the procurement process takes place. Planning based on the needs of each service unit.

Determine the amount of drug needed based on field needs.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"In determining the number of drug needs, it is based on the last drug stock, then based on the analysis system by adjusting the number of patients. The number of patients treated is recorded recapitulative and determines the need for drugs in the disease the most. From the number of doctor's prescriptions and how many drugs are often used, I as the head of the installation will propose to the Kabid as a knowing person to proceed to PPTK to continue ordering" (interview, December 12, 2022)

The results of the interview proved that the determination of the amount of drugs was based on the last drug stock and the amount of drug use according to a doctor's prescription.

The results of interviews conducted with informants, that planning is very important in determining the amount of drug availability according to patient diagnoses, in the planning process it is necessary to have cooperation from doctors and pharmaceutical depots in hospitals in the process of service management in pharmacies if in the planning process there is an error it will cause problems that will be faced later where there will be drug vacancies in pharmaceutical depots (Ketaren et al., 2023).

2. Procurement

The realization of the implementation of drug procurement and BMHP needed by hospitals is carried out by the technical implementation committee of activities (PPTK) in coordination with IFRS and service units. PPTK procures goods in accordance with the plans and requests from IFRS.

The logistics officer makes proposals for pharmaceutical needs according to the use and demand for pharmaceutical needs from satellites, pavilions, poly, and other units by considering the existing hospital fomularium and recording in the pharmacy briefing book. PPTK conducts procurement in accordance with the plan or request needed. At the Pharmaceutical Installation of Undata Hospital, Central Sulawesi Province, procurement of drugs through official distributors (verified and validated) was carried out by PPTK based on proposals from the Pharmaceutical Installation. This is in accordance with the results of the study:

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"Procurement of drugs is made according to the needs of users such as doctors, nurses and other health workers and in the procurement process there is a so-called PPTK can correct drugs that are ordered a lot or a little. I only submit proposals per month that see a lot of patient diagnoses and drug vacancies in the warehouse". (interview, December 12, 2022)

From the results of procurement interviews conducted at Undata Hospital according to needs. Doctors, nurses or other health workers are made in need every month. PPTK in this case helps to carry out the correction of drugs ordered a lot or a little.

The informant was named Apt. Muhammad Tamrin Tahir. as the Technical Implementation Officer of Activities stated:

"Procurement is carried out according to monthly proposals from pharmaceutical installations, many factors must be considered and must be quickly executed because distributors for shipments come no longer than 2-3 weeks. So that there can be a vacancy in the pharmaceutical warehouse" (interview, December 12, 2022)

From the interview results, it is proven that the procurement process is carried out through monthly proposals from pharmaceutical installations. However, there are obstacles faced by the procurement party such as the occurrence of drug vacancies or the slow delivery process carried out by drug distributors, therefore hospitals must have solutions in dealing with these problems.

One of the hospital solutions also collaborates with pharmacies outside the hospital, in this case, Apotik Kimia Farma to overcome if the hospital's drug stock is empty.

The informant named Apt. Yerry Kuingu, S, Si, M.Kes as the Head of the Outpatient Depot stated:

"If empty drugs are given a delay sign and the telephone number of the person in charge of hospital drug logistics in the etiquette and we also cooperate with Kimia Farma Pharmacy just in case the stock of drugs in the pharmaceutical depot runs out / empty. If the drug is not also available in the pharmaceutical pharmacy, then we still provide the drug if later the drug has entered the warehouse" (interview, January 24, 2023)

The results of the interview proved that there was cooperation with pharmacies to maintain drug vacancies at the pharmaceutical installation depot. Empty drugs are given a delay mark on the etiquette or direct the patient to the pharmaceutical chemical dispensary.

The informant named Apt. Enni Ratnasari, S.Farm as the Head of Logistics stated:

"Usually if there are empty drugs in the warehouse and there is a request from the pharmacy depot, it is usually directed to the Kimia Farma Pharmacy, if indeed there is also no one in the Kimia Farma pharmacy, we delay giving the medicine while waiting for the drugs to come in from PBF. (interview, January 09, 2023)

The results of the interview proved that, drug vacancies in pharmaceutical warehouses and pharmaceutical depots directed patients to pharmacies kimia farma, if there were no kimia farma pharmacies, there would be delays in administering drugs until waiting for drugs to enter from PBF.

Procurement of drugs entering from PBF must also be considered and considered when purchasing starting from the application accompanied by an inspection certificate, hazardous materials must include material safety data sheets and pharmaceutical preparations, medical devices and consumables must have a distribution permit label and an expiration period of at least 2 (two) years except for some drug preparations, medicinal products and edible medicinal products (antibiotics, reagents, etc.).

The informant named Apt. Enni Ratnasari, S.Farm as the Head of Logistics stated :

"Drugs ordered according to the amount, the quality of the drug must be considered, the old expiration date, packaging from distributors through expeditions keeps the goods undamaged" (Interview, January 9, 2023)

From the results of the interview conducted with the head of logistics in charge, namely the procurement of drugs ordered according to the quantity, quality considered, and long expiration date. This is necessary to minimize the occurrence of damage or a lot of expired drug buildup.

The results of interviews conducted with informants, in the procurement process at Undata Palu Hospital, namely the procurement process carried out through E-catalog, in the procurement process are usually adjusted to existing needs or according to planned needs. In the procurement process, PPTK can reduce or exceed the number of drugs according to existing circumstances, but this procurement must also look at the quality of drugs and drug expiration dates in order to reduce losses and must pay attention to the very long delivery process so that there is a void of drugs in service.

Acceptance

Acceptance is an activity to ensure the suitability of the type, specifications, quantity, quality, delivery time and price stated in the contract or order letter with the physical condition received.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"Before the goods are received, they must be checked by PPHP and the head of the person in charge of logistics. Receipt of goods must be in accordance with the order letter, judging from the invoice when the goods arrive, it is checked whether it is in accordance with the name, quantity and price according to the order letter. Pharmaceutical supplies that do not comply with standards are returned to the distributor" (interview on December 12, 2022)

In the interview results, it was stated that the receipt of goods would take place through the PPHP inspection process and the head of the logistics handler. Which goods must be in accordance with the order letter seen from the quantity and name that matches the order because if it is not in accordance with it will be returned to the distributor.

Storage

Storage carried out using a fix position/location system means that the location of pharmaceutical supplies remains as long as procurement is still being carried out and must not be shifted/moved when the condition of the goods is empty. Grouping of pharmaceutical supplies by type of warranty, type of goods, dosage form, and storage temperature.

The informant named Apt. Enni Ratnasari, S.Farm as the Head of Logistics stated:

"In the warehouse, drug storage is distinguished by the types of goods and preparations, even though the storage exceeds the warehouse capacity and must be stored outside the warehouse, it is still distinguished and spaced between doses of drug supplies from one another" (interview on January 9, 2023)

From the results of the interview, drug storage in the warehouse is dissected based on the type and preparation, drug storage that exceeds the warehouse capacity so that storage outside the warehouse is still distinguished and given a distance between doses of drug supplies from one another so that they can be distinguished.

Storage of drugs in medicine cabinets carried out at Undata Hospital, Central Sulawesi Province by classifying drugs starting from the name of the drug, type, ambient temperature, *FIFO / FEFO* system and alphabetical system to facilitate retrieval.

The informant named Apt. Enni Ratnasari, S.Farm as the Head of Logistics stated:

"Drug storage in our warehouse uses the FIFO (First In First Out) system rarely uses the First Expire First Out (FEFO) system because the drugs ordered are still far from the ED time, store them alphabetically, enter and exit drugs are recorded and entered in the system on the computer, store according to SOP even though there are still shortcomings with less large warehouse space" (interview, January 09, 2023)

The results of the interview proved that the logistics storage of drugs in warehouses using the FIFO (First In First Out) system rarely uses the First Expire First Out (FEFO) system because the drugs ordered are still far from the

time of the ED, drugs in and out are recorded and entered in the system on the computer, the storage is alphabetical (alphabet), if there is a drug name that is almost the same name, similar appearance and speech are marked LASA (Look Alike Sound Alike, Storage is in accordance with SOP even though there are still shortcomings with less large warehouse space.

Based on the interview conducted with the informant, that the drug storage carried out by pharmacy officer RS Undata was in accordance with applicable regulations by storing drugs in accordance with applicable regulations. Storage requires maintaining drug quality, avoiding unnecessary damage, maintaining continuity of supply, and supporting drug availability. Storage is in accordance with SOP even though there are still shortcomings with less large warehouse space.

Distribution

Distribution of drugs at the Pharmaceutical Installation of Undata Hospital, Central Sulawesi Province, to patients according to individual prescriptions, be it outpatients, inpatients, IBS, IRD / IGD depots.

The informant named Apt. Yerry Kuingu, S, Si, M.Kes as the Head of the Outpatient Depot stated:

"Outpatient depot services serve based on a doctor's prescription and based on the prescription then continue to be verified, the medicine is prepared given rules of use and then checked again before being handed over to the patient, if there is an empty drug given a delay mark and the cellphone number of the head in charge of logistics indicates that the patient can contact if the drug already exists" (interview on January 24, 2023)

The results of interviews conducted by the drug in accordance with a doctor's prescription that has been verified. Obat will be prepared and checked again by the pharmacy officer before being given to the patient but drugs that are cosang will be marked.

The informant named Apt. Yerry Kuingu, S, Si, M.Kes as the Head of the Outpatient Depot stated:

"We for the outpatient depot continue to distribute with prescription service times according to hospital guidelines" (interview on January 24, 2023)

From the results of the interview, it proved that the distribution at the outpatient depot was carried out on time in accordance with hospital guidelines. The waiting time for drug service is less than 30 minutes for finished drugs and 60 minutes for concocted drugs in accordance with existing SOPs.

The informant named Apt. Yerry Kuingu, S, Si, M.Kes as the Head of the Outpatient Depot stated:

"We realize that we have not fully distributed optimally with empty drug stocks because patients are still waiting for time to be able to obtain the drug." (Interview on January 24, 2023)

From the results of the interview, it proved that the distribution carried out at the pharmacy depot was not optimal due to the empty drugs in the pharmaceutical installation warehouse.

The result of interview conducted with the informant was that the drug distribution process that occurred at the Undata Hospital Palu Pharmacy Installation was not optimal in distribution. Problems that occur in drug vacancies in outpatient depots and other installation depots, patient prescriptions are not being served

Removal

Elimination of pharmaceutical preparations that cannot be used/damaged or expired must be carried out in a manner that is in accordance with the provisions of applicable laws and regulations. By recording the withdrawal activities of pharmaceutical preparations carried out the distribution permit is revoked by the Food and Drug Supervisory Agency (BPOM) and withdrawn by BPOM or the original manufacturer.

Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"We've done deletions, but that's been a long time. It has been almost 4 years from 2019- 2022 that has not been removed, we usually do it every 5 years. The removal and refurbishment were carried out together with BPOM. However, this removal/destruction is rarely done because of the old ordered drug ED" (Interview dated December 12, 2022)

From the results of interviews conducted with the head of the pharmaceutical installation, the process of removing or using drugs has been carried out and the removal process has not been carried out by the hospital.

The informant named Apt. Enni Ratnasari, S.Farm as the Head of Logistics stated:

"The drug expire date is collected in the warehouse, recorded the name of the drug, type and amount. Undata Hospital invited BPOM to carry out the destruction. This is rarely done usually done once every 5 years. ED drugs are stored in warehouses where expired drugs are stored for later destruction" (interview on January 09, 2023)

From the results of an interview conducted with the Head of the drug logistics installation, the collection of expired drugs will be carried out 3 months before the expiration date occurs and will be stored in the warehouse according to the name and type of drug.

The results of interviews conducted with informants, in the process of removal or destruction, explained that the destruction of drugs in Undata hospital but it was carried out every 5 years with BPOM.

3. Organizing

Organizing is the process of preparing organizational standards that match the goals of the organization, the resources it has, and the environment that surrounds it. The two main aspects of the organizational structure process are groups and division of labor. The organization is a way to gather people and place them according to their abilities and expertise in the work that has been planned. This means organizing human resources in aspects of (1) placement and (2) recruitment.

The informant named Bahria Ridwan, SKM. S.FT., M.A.P as Head of Medical Support stated:

"The placement and recruitment of pharmaceutical personnel is already in accordance with the standards with their expertise and level of education. The number of employees in pharmaceutical installations is very sufficient" (interview, Ladder November 21, 2022).

Based on the results of the interview, it proves that the recruitment and placement of pharmacy employees are in accordance with good educational and expertise standards with the number of employees in pharmaceutical installations is sufficient.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"The human resources in the installation are very sufficient, the number of employees at the pharmaceutical installation is currently 65 people, civil servants are 47 people and non-civil servants are 18 people. The education level is from S2 Pharmacist 8 people, Pharmacist 18 people, S1 pharmacy 16 people, D3 pharmacy 19 people, SMF 3 people, and S1 economy 1 person. From the number of employees who provide pharmaceutical services, it is very sufficient." (Interview, December 12, 2022).

From the results of the interviews conducted, it proved that the need for human resources was very adequate with number of employees 65 people in pharmaceutical installations with the same level of education in the field of expertise needed in service. In terms of organization, namely (1) placement and (2) recruitment of pharmacy employees has been very good.

The interview result conducted that the organization applied at Undata Hospital Palu specifically in pharmaceutical installations has been very good. Because in terms of placement and recruitment of pharmacy employees, it has been strongly supported by trained human resources and in accordance with existing organizational guidelines.

4. Direction

The briefing is an action to ensure that all members strive to achieve targets and objectives in accordance with previously planned procedures. If there is a problem, the boss will give direction so that the plan set can run smoothly. This process includes: Guiding and motivating members to work effectively and efficiently, providing tasks and explanations regularly, and explaining all policies that have been set.

The informant named Bahria Ridwan, SKM. S.FT., M.A.P as Head of Medical Support stated:

"Briefings are always carried out at pharmaceutical installations by coordinating with supporting fields. If there are problems that occur in the field, employees at pharmaceutical installations must report these problems. For example, if there is a pharmacy employee who does not enter for a few days, the task of the supporting field is to invite the employee to be guided, before that the head of installation first gives guidance/direction" (Interview, December 12, 2022).

From the results of the interview, it was stated that the briefing was carried out in coordination with the expected supporting fields, if there were obstacles that occurred, they could be resolved properly and resolved quickly.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"The implementation of duties at pharmaceutical installations has run well according to service standard guidelines so that pharmacy employees already know their respective functions and duties. Guidance is provided to employees who do not follow the procedures or guidelines used in pharmaceutical installations." (interview dated December 12, 2022).

The results of the interview, it proved that the functions and objectives of pharmacy employees were running well and in accordance with pharmaceutical procedures. However, if there are employees who do not perform according to procedures, direct guidance will be carried out. The head of the pharmaceutical installation can report this to the supporting field if it cannot be completed at the pharmaceutical installation.

The direction is to ensure that all members strive to achieve targets and objectives in accordance with previously planned procedures. If there is a problem, the boss will give direction so that the plan set can run smoothly. This process includes:

Guiding and motivating members to work effectively and efficiently, providing tasks and explanations regularly, and explaining all policies that have been set to support the management of drug service management in hospitals.

Based on the results of the interview, Briefings are always carried out at pharmaceutical installations by coordinating with supporting fields. Report problems that occur in the field. The implementation of duties at the pharmacy installation has run well according to service standard guidelines so that pharmacy employees already know their respective functions and duties. Guidance is provided to employees who do not follow the procedures or guidelines that have been used in hospital pharmacy installations.

The results of interviews conducted with informants, namely direction in the form of guidance have been carried out well. The briefing was carried out by the head of pharmaceutical installations and the head of medical support.

5. Controlling

Supervision is a matter to monitor whether the movement of this organization is in accordance with the plan or not. As well as supervising the use of resources in the organization so that they can be used effectively and efficiently without anyone deviating from the plan. Supervision can be carried out through quality evaluation of the management process of pharmaceutical supplies and pharmaceutical preparations can be measured by indicators of patient satisfaction and safety/customer stakeholders (Stakeholders), time dimensions (time delivery), Standard Operating Procedures and the success of controlling health supplies and pharmacy preparations.

The informant named Bahria Ridwan, SKM. S.FT., M.A.P as Head of Medical Support stated:

"We carry out performance evaluations for each TW, where we invite every installation head and staff under medical support to explain the performance of employees who are in charge of service, repair, hear what problems occur in the field" (interview on November 21, 2022)

The interview results proved the existence of supervision by conducting performance evaluations at pharmaceutical installations. There is an evaluation meeting every TW or quarter attended by the head of the pharmaceutical installation and pharmacy staff to explain the performance of officers at the pharmaceutical installation both in terms of service and obstacles that occur in the field.

The informant named Yunus Tobing, S.Si, Apt as Head of Pharmaceutical Installation stated:

"In addition to conducting internal meetings with staff at pharmaceutical installations, we also report performance reports per TW (3 Months performance report) in meetings held by medical supporters. " (interview on December 12, 2022)

From the results of the interview, in addition to internal meetings with installation staff, staff also conduct meetings in reporting TW performance in meetings conducted by medical supporters.

Supervision is an effort to thoroughly evaluate the performance of organizational resources and ensure that the activities that have been carried out are appropriate or not in accordance with what has been previously planned. Supervision is useful as a consideration so that deviations and errors when carrying out tasks can be corrected so that they become learned in further planning. Drug management audits are carried out periodically with the aim of continuously improving drug management, regulating and avoiding drug delivery failures to maintain quality and equality of work, and providing performance appraisals of management performance.

Interview from the information stated that the supervision carried out always coordinates with the medical support field to report every activity, achievement, and obstacle in the field. In the course of supervision of activities that take place has been carried out in accordance with existing guidelines

4. Conclusion

Based on the results of research on the management of logistic o bat services in the hospital environment of Undata Hospital, Central Sulawesi Province, has not run optimally, because of the 4 aspects used as analysis knives from Siagian Theory concluded that:

Planning in terms of procurement, storage and distribution of drugs has not gone well delivery comes for a maximum of 2-3 weeks, it is due to expedition routes from outside the city of Palu, so there is a shortage of drugs and patient prescriptions are not served. Drug storage has not been maximized with less large warehouse space. The distribution of drugs has not been maximized with empty drug stocks. Organizing has been done effectively with human resources as expected. Briefing can be carried out by the head of the pharmaceutical installation who coordinates with the supporting field in directing employees to work well. In supervision, coordination meetings are held in reporting performance, achievements, and constraints that occur in the field.

Based on the results of the research conducted and the conclusions that have been described, it is recommended as follows: 1. In the provision of drugs, the constraints that occur must be calculated so that there is no drug vacuum, can coordinate with PBF as a distributor so as to anticipate drug shortages both from delays in the delivery process and empty drug raw materials. 2. The distribution of empty drugs and postponement of their administration to patients can be given the widest possible information on how to get drugs in a short time. 3. Consider empty drugs given to underprivileged patients who use BPJS to be obtained, procure drugs from chemical pharmacies or purchase directly. 4. Storage of pharmaceutical supplies requires a larger place than the current warehouse so that incoming drug stocks from distributors can accommodate all incoming goods. 5. For further researchers, it is better to conduct research on drug logistics management variables that are not careful in this study and the effectiveness of using the *e-catalog* system in managing the effectiveness of using drug electronic control systems

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