


Medication Management At Gunung Tinggi Health Center, Medan City

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Article Info	ABSTRACT
Keywords: Drug Management, Drug Procurement, Quality of Health Services.	Medication management at the Gunung Tinggi Community Health Center is an important aspect in providing health services. The aim of this study was to evaluate the drug management process from planning to disposal. The research method used was descriptive and qualitative with in-depth interviews with community health center managers, pharmacy staff and pharmacist leaders. The results of the study show that although there are several obstacles in the procurement and distribution of medicines, the management of medicines at the Gunung Tinggi Community Health Center has been carried out in accordance with applicable standard operating procedures (SOP). Management systems need to be improved to ensure optimal access to medicines.
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INTRODUCTION

The Health Center is one of the Health Service Facilities that is responsible for organizing health efforts, both promotive, preventive, curative and rehabilitative in a work area of the Health Center as an organizer of health development is an integral part of national development. The purpose of health development is to increase awareness, willingness and ability to live a healthy life for everyone in order to realize an optimal degree of public health, both socially and economically. Puskesmas or Community Health Centers are one of the health service facilities that organize efforts to improve public health and first-level individual health, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health within the reach of their work area (Menkes, 2019).

Drug management is the most important series of activities that receive a government fund allocation of 40-50% of the health development allocation fund which concerns aspects of planning, procurement, storage, and distribution of drugs that are optimally managed to ensure the achievement of the number and type of pharmaceutical supplies and medical devices. The drug management process will run effectively and efficiently if there is integration between the implementation of these activities. An analysis of the drug management process must be carried out, because the inefficiency of smooth drug management will have a negative impact on pharmaceutical service activities in the provision of health services as a whole, both medically, socially and economically.

Drug procurement is the largest part of the health budget. In developed countries, drug costs range from 10-15% of the health budget. Meanwhile, in developing countries, this cost is even greater between 35-65%, while in Indonesia it is 39%. The responsibility for procuring essential drugs for basic health services is no longer the responsibility of the central government, but the responsibility of the Regency/City local government.(Sulrieni, Ilma Nuria. Rozalina, 2019)

Procurement is a business or activity to meet operational needs that have been determined in the planning function. The process of implementing the procurement plan from the planning and needs determination function, as well as the financing plan from the budgeting function. The purpose of drug procurement is to meet the needs of drugs in each health service unit in accordance with the disease pattern in the work area of the Health Center. Drug procurement at the Health Center is carried out to obtain the type and quantity of drugs, drugs with high quality, ensuring the availability of drugs quickly and on time. Therefore, drug procurement must pay attention and consider that the drugs requested or held are in accordance with the type and quantity of drugs that have been planned.(Novisa Hamdani, 2022)

Common problems that usually occur in services at health centers are excess or insufficient drug stocks and the presence of damaged or expired drugs that are still found in drug storage warehouses. This problem often arises because it is influenced by a poor drug management system in health centers. The availability of drugs in the Health Service unit greatly affects the quality of health services. Therefore, it is necessary to have good drug management that aims to ensure the continuity of the availability and affordability of efficient, effective and rational drug services.(Sunandar et al., 2022)

One of the other important and decisive aspects in drug management is drug procurement. An effective procurement process will ensure the availability of the right medicines in the right quantities, at reasonable prices and at recognized quality standards. Another thing that is considered necessary to know in terms of drug procurement is the procedure for drug procurement. Because the incompatibility of drug procurement procedures with applicable rules is one of the problems that occur in terms of drug procurement. And this will have an impact on the availability of drugs in a health service unit. From the above problems, the researcher is interested in researching "Drug Management Management at the Gunung Tinggi Health Center, Deli Serdang Regency".(Nurlaela et al., 2022).

METHOD

This type of research is qualitative research. The use of a descriptive research design with a qualitative approach in this study aims to understand and find out whether Drug Management in Gunung Tinggi Health Center is in accordance with the applicable SOP. This research was carried out on November 15, 2024, precisely at the Gunung Tinggi Health Center, Pancur Batu District, Deli Serdang Regency, North Sumatra, Medan.(Bakri et al., 2021)

He research subjects consisted of informants, namely the Head of the Health Center, Pharmacy staff, and the head of the Pharmacist of the Gunung Tinggi Health Center

through structured interviews ranging from planning to recording and reporting health supplies with a guide to questions that had been prepared. The instruments used in this study are in-depth interview guidelines assisted by stationery, notebooks, voice recorders and mobile phones. The tool used is the interview guideline format. The data analysis technique used by the researcher in this study is a descriptive analysis collected and will be described with a systematic description to find out the overview of drug management management at the Gunung Tinggi Pancur Batu Health Center.(Sintani et al., 2016).

RESULTS AND DISCUSSION

The respondents in this study were 3 people, namely the Head of the Health Center, the Pharmacy staff, and the head of the Pharmacist of the Gunung Tinggi Health Center. The details are shown in table 1.

Table 1. Characteristics of Research Respondents

No	Position	Age	Gender
1	Head of Health Center	-	Women
2	Pharmacy Staff	-	Women
3	Chief Pharmacist	-	Women

Based on the results of the interviews conducted, the following results were obtained:

a. Planning Stage

Based on the results of interviews with the person in charge of drugs at the Gunung Tinggi Health Center, it shows that drug planning is carried out with RKO (Drug Needs Design). Where the RKO for 2024 has been carried out last year, and for next year the RKO has been prepared. Drug planning at the Gunung Tinggi Health Center is carried out annually. How to carry out planning according to the needs of the previous year's drugs. If there is an Extraordinary Event (KLB), and more drugs than planned to be used or used can add more than the plan that has been made. Drug planning is carried out by looking at the remaining drug stock in the warehouse by estimating the drugs needed and looking at data on drug use in the previous period, the number of prescription visits, and drug distribution schedules from the remaining stock warehouse. Planning is made using the LPLPO format (Drug Usage Report and Request Sheet) which contains the previous month's drug usage report to adjust the demand for the number of drugs in the following month.

b. Procurement Stage (Demand)

Based on the results of interviews with the person in charge of drugs at the Gunung Tinggi Health Center shows that the procurement of drugs at the Gunung Tinggi Health Center uses the Consumption method, which is to look at the consumption of the previous period. The process of implementing the request is submitted by the Gunung Tinggi Health Center to the Health Office every 1 time in 2 months.

c. Admission Stage

Based on the results of interviews with the person in charge of drugs at the Gunung Tinggi Health Center, it shows that at the admission stage, the responsible is the pharmacist. Drug receipts at the Gunung Tinggi Health Center are carried out every

month by being brought directly by the Health Office. Drug receipt is adjusted to the LPLPO that has been entered previously, this drug receipt activity is also carried out by checking whether the drugs sent by the health office drug warehouse are in accordance with the request for puskesmas drugs in LPLPO format. If there is a drug that is not suitable or damaged, the drug warehouse officer immediately notifies the Health Office and the drug is immediately returned after checking the drug at the Health Center.

d. Storage Stages

Based on the results of interviews and observations of drug storage at the Gunung Tinggi Health Center, drug storage is in accordance with the standards that have been set in the 2016 Indonesian Minister of Health. The informant stated that the layout of drug storage at the Puskesmas was carried out alphabetically (alphabetical order), based on the form of the preparation, the temperature of drug storage and using the FIFO and FEFO systems.

e. Distribution Stage

Based on the results of interviews with the person in charge of drugs at the Gunung Tinggi Health Center, it shows that the distribution of drugs from the Health Office to the Health Center is once in 2 months or 6 times a year. Drug distribution from the warehouse uses RTGD.

f. Recording Stage

Drug inventory control activities carried out by officers are by manually recording on stock cards and stock taking. The reporting period is carried out by various methods, namely: POR (rational drug use) is reported as of the 10th of each month, reporting of drug indicators is carried out as of the 10th of each month, and reporting of sipnap is reported as of the 5th of each month.

g. Stages of Destruction and Withdrawal

The destruction and withdrawal of drugs at the Gunung Tinggi Health Center is carried out in accordance with the form, type of preparation and applicable regulations. As for the procedure or steps: the pharmacy officer separates the expired or damaged drugs and will be marked, then the officer will record the expired or damaged drugs, and the minutes will be made then the officer will propose for the destruction of expired or damaged drugs to the head of the health center if approved, the pharmacy officer will make a report on the return of expired or damaged drugs to the Health Office which will later be carried out mass destruction in Annually.

h. Monitoring and Evaluation Stage

Monitoring and evaluation related to drug management at the Gunung Tinggi Health Center is carried out once a year by the Health Office to see if all procedures are in accordance with the SOP or not.

Discussion

Drug management is a key function in the processes of drug planning, procurement, receipt, storage, distribution, recording, and disposal. Its main objective is to determine the correct types and quantities of drugs and medical supplies required to meet the healthcare service needs at Gunung Tinggi Public Health Center.

1. Planning

According to the Indonesian Ministry of Health Regulation No. 74 of 2016, drug needs planning involves determining the quantity and types of drugs required to enhance effectiveness and efficiency in fulfilling drug needs. Planning is the process of selecting drugs and medical supplies to determine the quantities needed to meet treatment requirements. The goal of drug planning is to estimate the types and quantities of drugs and medical supplies required to avoid shortages. A well-designed drug planning process ensures drug availability at national health centers. Poor planning can result in drug shortages or surpluses.

2. Procurement

Procurement involves fulfilling planned and approved needs through direct purchases, tenders with distributors, manufacturing sterile or non-sterile drug formulations, or donations. Drug procurement aims to ensure the availability of the correct types and quantities of drugs. It includes submitting proposals to cities or provinces using the Drug Usage Report and Request Form (LPLPO). Since drug procurement at public health centers is part of the operational drug distribution process from the District Pharmaceutical Warehouse (GFK), the availability of drugs depends heavily on the GFK's capabilities. Distribution is based on drug usage and request reports across all health centers.

3. Receipt

Drug receipt is the process of accepting drugs in the requested quantities after purchase from distributors or the pharmacy warehouse of the District/City Health Office. Incoming drugs are inspected at the receipt level. Drug management staff first check the drugs at the City Pharmacy Warehouse during distribution, then verify them again at the health center's warehouse. The process includes documenting the drugs in the health center's inventory records. Inspections focus on drug quantities, physical condition, and expiration dates to prevent damaged or expired drugs from entering storage.

4. Storage

Storage refers to keeping drugs in a secure place to prevent physical damage or loss and to maintain drug quality. The storage location significantly affects drug stability and safety. Proper ventilation in the storage area is crucial as humid conditions can quickly damage drugs. Storage areas must have good ventilation, open windows, and dry conditions, and containers must be tightly sealed. Air conditioning is recommended to regulate temperature and humidity levels. Storage arrangements are designed to facilitate easy access for staff and ensure drug quality.

5. Distribution

Distribution ensures the equitable and timely supply of drugs to subunits within the healthcare system. This process aims to provide the right types and quantities of drugs at the right time to healthcare subunits. The responsibility for drug distribution within health center subunits lies with the Head of the Public Health Center, ensuring availability for community healthcare services.

6. Recording

Recording and reporting are routine activities in drug management that track drugs received, stored, distributed, and used at health centers and other service departments. These activities cover the complete management of pharmaceutical stocks and medical supplies at health centers or other service departments (Ministry of Health, 2016). At Gunung Tinggi Public Health Center, all activities, including drug receipt, storage, and distribution, are documented and reported by the drug warehouse manager.

7. Disposal

Disposal involves activities carried out by the health center and the District Pharmaceutical Warehouse (GFK) to address damaged or expired drugs. Reports of damaged or expired drugs are submitted to the Health Office for further processing according to applicable regulations. Disposal is a non-clinical pharmaceutical service standard required in pharmacies, health centers, and hospitals. Damaged or expired drugs must be destroyed following legally authorized procedures. At Gunung Tinggi Public Health Center, disposal is conducted for expired drugs registered in advance (including their names and numbers). Expired or damaged drugs are recorded and returned to the warehouse for proper storage before disposal.

CONCLUSION

The management of drug administration at Gunung Tinggi Public Health Center indicates that, although it has been implemented in accordance with standard operating procedures (SOP), several challenges still need to be addressed. Despite the processes of planning, procurement, receipt, storage, distribution, recording, and disposal of medications being carried out, issues such as overstock or shortages of medications and the presence of expired drugs frequently occur. Ensuring the optimal availability of medications is crucial to guarantee the quality of healthcare services for the community. Therefore, improvements in the management system are necessary to enhance the efficiency and effectiveness of drug administration

ACKNOWLEDGEMENT

1. Enhancing Training: Staff at Gunung Tinggi Public Health Center are encouraged to undergo regular training on drug management, including understanding SOPs and effective inventory management techniques.
2. Implementing an Information System: Develop or upgrade an integrated drug management information system to streamline record-keeping, reporting, and real-time monitoring of drug deliveries.
3. Regular Evaluation and Audits: Conduct regular evaluations and audits of drug administration to identify issues and implement appropriate solutions. This can be achieved through the active involvement of healthcare services.

4. Strengthening Collaboration: Strengthen collaboration with healthcare services and other stakeholders in the procurement and distribution process to ensure timely and accurate availability of medications.

Improving Disposal Processes: Develop more systematic and transparent procedures for disposing of expired medications to avoid improper storage and ensure compliance with applicable regulations.

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