

Pharmacist Responsibilities in Administering Insulin Medication to Outpatients Based on Minister of Health Regulation Number 72 of 2016 Concerning Pharmaceutical Service Standards in Hospitals (Study at Sultan Syarif Mohomad Alkadrie Hospital Pontianak)

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Abstract

This study focus on responsibility answer pharmacist in giving insulin medication to patient take care road , with referring to the Standard Service Pharmacy in the Hospital is appropriate Regulation of the Minister of Health of the Republic of Indonesia Number 72 of 2016. This study motivated by its importance role pharmacist in increase effectiveness diabetes treatment and management through Proper administration of insulin at Sultan Syarif Mohamad Alkadrie Hospital, Pontianak. This study use approach qualitative with method studies Sociological. Data is collected through interview in-depth, observation direct, and study document related practice pharmacy at Sultan Syarif Mohamad Alkadrie Hospital Pontianak. Data analysis was carried out in a way thematic for identify practice best and areas in need repair. Findings show that RSUD Sultan Syarif Mohamad Alkadrie Pontianak has apply part big established standards in Minister of Health Regulation Number 72 of 2016, incl assessment prescription, giving information medication, monitoring effect side, and education patient. However, research this also identifies a number of challenges, such as need for enhancement in documentation and systems reporting error medication. It is recommended that RSUD Sultan Syarif Mohamad Alkadrie Pontianak be strengthened system documentation and reporting error medication. Additionally, improvements education and training sustainable for pharmacist about Diabetes management and insulin therapy are emphasized as method For increase quality service pharmacy.

Keyword: Service Pharmacy, Insulin Medicine, Pharmacist, Sultan Syarif Mohamad Alkadrie Regional Hospital, Minister of Health Regulation Number 72 of 2016

1. INTRODUCTION

Hospitals play an important role in providing health services which include care, health promotion, disease prevention and treatment, and rehabilitation, as explained by Siregar (2004). In an effort to provide this service, hospitals are supported by various facilities, including pharmaceutical installations which are important in drug management. Minister of Health Decree Number 1197 of 2004 emphasizes the responsibility of hospitals in providing safe medicines and affordable pharmaceutical services for all groups. Republic of Indonesia Minister of Health Regulation No. 72 of 2016 concerning Standards for Pharmaceutical Services in Hospitals defines standards for pharmaceutical services in hospitals, including clinical pharmacy and medication management. Inefficient drug management can have a negative impact on health services and patients, as stated by Malinggas. Ratnasari added that inappropriate medication management, such as storing it in a damp place, can damage the medication and potentially cause poisoning if consumed by the patient. Therefore, drug management by pharmaceutical personnel must be disciplined, coordinated and effective to ensure quality and cost control. Drug management is one of the pharmaceutical activities, which starts from planning, requesting, receiving, storing, distributing, controlling, requesting,

receiving, storing, distributing, controlling, recording and reporting as well as monitoring and evaluating, including at Sultan Syarif Mohamad Alkadrie Regional Hospital. Pontianak City. The Sultan Syarif Mohamad Alkadrie Regional General Hospital, Pontianak City, is a type C hospital which has been operating since 2012, which until now has been an advanced referral hospital and provides facilitation of pharmaceutical services whose task is to provide, manage and distribute necessary medicines. by the hospital itself. Based on these factors, the Sultan Syarif Mohamad Alkadrie Regional General Hospital has also innovated to prevent Diabetes Mellitus patients from living healthily and being disciplined in managing how to use insulin. Insulin therapy requires understanding and coordination from the sufferer himself and the nurse or person responsible for caring for diabetes sufferers. Insulin therapy errors are quite common and are an important clinical problem. These types of errors are caused, among other things, by limitations in skills (*skill-based*), methods or protocols (*rule-based*), and knowledge (*knowledge-based*) in terms of insulin use. *Diabetes Mellitus* is a group of metabolic diseases characterized by hyperglycemia due to impaired insulin secretion or function. Insulin therapy is important in the treatment of diabetes, both type 1 and type 2. A report from the *Pennsylvania Patient Safety Authority* (2010) revealed that errors in insulin use in health facilities in Pennsylvania are common, with medication storage being the most frequent error. Pharmacist Adit explained, " *One of the challenge our biggest is ensure that patient understand importance Proper insulin storage and methods its use. Many patients are new the first time I got it insulin prescription felt overwhelmed. Therefore that, we provide session education one by one for instruct they about method insulin use,incl technique correct injection, as well method possible storage influence insulin effectiveness .*" More more, Pharmacist Adit adding, " *We often do too face challenge in ensure obedience patient to their insulin schedule and dosage for overcome matter this, we implement system reminders and regular follow-up periodically. Education patient and family become key for managing diabetes with effectity.* Based on reports from *Pa Patient Advice* in the United States from January 2008 to June 6 2009, *Pennsylvania Health facilities* submitted 2,685 reports of medication errors involving the use of insulin. The most common type of insulin-related medication error was medication storage (24.7%), followed by medication administration errors (13.9%). More than 52% of reported events resulted in situations where the patient may have received or actually received the wrong dose which could result in hyperglycemia (*Pennsylvania Patient Safety Authority* , 2010). To be able to play a professional role in pharmaceutical services and the management of *diabetes mellitus* , of course, adequate scientific and skill support is needed.

Therefore, it is very important for a pharmacist who will provide pharmaceutical care to equip himself as well as possible with the necessary knowledge and skills. Health professionals need to pay more detailed attention to the use of subcutaneous insulin to increase patient compliance with therapy and achieve optimal blood glucose control. Adequate knowledge and skills are very important for pharmacists in providing pharmaceutical services and diabetes management. Increased knowledge and attention to the use of subcutaneous insulin is urgently needed to improve patient compliance and optimal blood glucose control. Research by *Weeraratne, de Abrew, and Kuruppumullage* found that knowledge of health workers in reducing pain related to insulin injections is still low, even though this pain has a big influence on patient compliance with insulin therapy and their quality of life. Minister of Health Regulation Number 72 of 2016 concerning Standards for Pharmaceutical Services in Hospitals establishes a clear framework for pharmacists in providing pharmaceutical services, including managing insulin drugs for outpatients. This standard emphasizes the important role of pharmacists in ensuring the safe and effective use of medicines. In the context of insulin, pharmacists are responsible not only for the supply and storage of insulin but also for counseling patients regarding insulin use and management. Referring to this regulation, pharmacists must validate insulin prescriptions to ensure the dosage and use are appropriate. This is important because discrepancies in medication management can have a negative impact on patients. Apart from that, pharmacists also play a role in providing appropriate information about how to store insulin, remembering that improper storage can damage the quality of the drug. Providing accurate and effective information to patients and their families is an important part of insulin therapy management, especially to avoid possible use errors. According to information from Halodoc, insulin therapy, although vital for many people with diabetes, has various side effects. Insulin, which is a blood glucose regulation hormone, works with glucagon to maintain balanced blood sugar levels. Diabetic patients often require additional insulin for guard blood sugar levels they. Effect general side from Insulin injections included enhancement initial weight, hypoglycemia, reactions skin in place injections, anxiety or depression, as well cough when using inhaled insulin. Pharmacists have an important responsibility in ensuring that patients understand how to properly

store insulin to maintain its effectiveness. Information from Dr. Muhammad Isman S (2021) via Klikdokter emphasized that insulin must be protected from exposure to direct sunlight, heat, and must be avoided from freezing. This shows how sensitive insulin is to environmental conditions. As a complex protein, insulin can break down if not stored properly, potentially reducing its effectiveness or even making it dangerous. Pharmacists are responsible for providing clear and complete instructions on how to store this insulin to patients. They also need to emphasize the importance of checking insulin quality, such as checking for crystals or lumps, before use. The role of pharmacists is critical, not only in dispensing medications and prescriptions, but also in ensuring patients have sufficient knowledge to manage their conditions safely, especially when travelling. This is in line with the pharmacist's responsibility to provide accurate and reliable information to patients in accordance with Minister of Health Regulation no. 72 of 2016 concerning Pharmaceutical Service Standards in Hospitals, which emphasizes the importance of quality pharmaceutical services in hospitals. Pharmacist involvement in patient education about medication management, particularly insulin, is an important part of the overall strategy in managing diabetes and preventing complications associated with this disease.

2. RESEARCH METHODOLOGY

Study about not quite enough answer pharmacist in giving insulin medication in patients take care road at Sultan Syarif Mohamad Alkadrie Regional Hospital, Pontianak, applied method juridical sociological For understand application Minister of Health Regulation no. 72 of 2016. Via observation directly and interview deep with pharmacists and staff, this study try reveal how standard service pharmacy implemented in practice everyday, esp in context administration of insulin. Secondary data from document policy, note medical, and documents government used for strengthen understanding about framework laws and regulations. This study also involves quantitative data analysis from notes medical patient, evaluate pattern insulin administration and compliance patient, use describe effectiveness standard existing services. Research result this expected give description comprehensive about practice pharmacy in the field, highlighting how regulations implementation and challenges faced by pharmacists. The goal is for give possible recommendations increase quality service pharmacy and ensure obedience to established standards, esp in giving insulin medication at home sick.

3. RESULT AND DISCUSSION

The Role of Pharmacists in Pharmaceutical Services for Diabetes Mellitus (DM) Patients

Diabetes mellitus still become specter system health in various countries in the world. One disease this not only causing casualties, but also causing disabilities and conditions pain in period long. This matter then resulting in height financing health for prevent and overcome impact from diabetes mellitus. The data shows One from ten adults in 2020 suffer from diabetes mellitus and interestingly, Southeast Asia becomes area with amount diabetes mellitus sufferers biggest second in the hemisphere earth western Pacific (Asia, Australia and Oceania). Pharmacist as the front guard in service pharmacy especially in the community own important role in overcome diabetes mellitus. In developed countries, pharmacists in the community, through approach care pharmaceuticals, play a role in identify, assess, *educate*, give referrals and commits monitoring success therapy (*monitoring*) to diabetes mellitus patients. Although so, in many developing countries especially in Southeast Asia, not yet there is data that shows role pharmacist in overcome diabetes mellitus in the community. Researcher from faculty of pharmacy, Airlangga University, namely apt. Ayu Wulan Dwiputri, M.Farm, Dr. apt. Liza Pristianty, M.Si, MM and apt. Andi Hermansyah, PhD conducted a review of several publication databases for identify contribution pharmacist in the community in treat diabetes mellitus. With using keywords certain, third researcher the collect, select, and analyze information from articles Scientific published in Scopus, PubMed, Medline and Springerlink during 2010 to 2018. There is eight multiple roles done pharmacists in the Southeast Asia region treat diabetes mellitus that is:

- (1) Prevention
- (2) Submission medicine (*dispensing*),
- (3) Study medication (*medication review*),
- (4) Service information drugs (*drug information services*),
- (5) Counseling and education (*counseling and education*),
- (6) Monitoring therapy (*monitoring*),
- (7) Follow up steps carry on treatment (*follow up*) and

(8) Give referral (*referral*).

The role of pharmacists in the community it turns out impact positive and giving proof real in reduce number events and numbers pain diabetes mellitus patients. That proof including pharmacists often do detection early at -risk patients suffer from diabetes so prevent more pain Seriously, pharmacist can prevent and overcome happen problem related drugs (*drug related problems*) so increase quality life patient, improve obedience drink medicine and cause self - satisfaction patient.

The Role of Pharmacists in Management Diabetes Mellitus (DM)

Successful management of diabetes need close and integrated cooperation from sufferers and families with energy Health care providers include doctors, pharmacists and experts nutrition. Importance role pharmacist in success management of this diabetes become more meaningful Because diabetes sufferers in general is customer still pharmacy, so frequency meeting diabetics with pharmacist at the pharmacy Possible more tall than the meeting with doctor. This opportunity must can utilized optimally perhaps by pharmacists in frame give service professional pharmacy. The role of the pharmacist in Insulin therapy for DM is :

- 1) Education Drug Use
 - a) Appropriate time
 - b) Appropriate dose
 - c) Appropriate drug
 - d) Alert effect side
 - e) Obedience drink drug
- 2) Effect Side
 - a) Patient educated about symptom hypoglycemia (eg: sick headache, dizziness, drowsiness, nausea, hunger, shaking, tremors, weakness, many sweating cold, sleepy, throbbing heart increase)
 - b) Explain How method overcome if happen hypoglycemia that is with eat candy drink sweetly and immediately contact doctor
- 3) Life style education
 - a) Arrangement pattern Eat
 - b) Sport regular
 - c) Termination smoke
 - d) Avoid It happened wound
 - e) Control in a way regular covers sugar level , check eyes , nerves , kidneys , heart and pressure blood
- 4) Education Insulin Use
 - a) Injection time

Table 1. Timeliness of Insulin Injection

Drug	Start working	Injection time
Novomix		15 minutes before eating
Novorapid	Rapid	5-15 minutes before eating
Levemir	Long	The same time
Lantus	Long	The same time
Apidra	Rapid	5-15 minutes before eating
Humalog mix		15 minutes before eating
Humulin N	Medium	30 minutes before eating

b) injection location :

1. Ideal for insulin action short or mixture Morning day (Stomach below navel)
2. Ideal for insulin action intermediate , action long or mixture Evening day (Arm on part oute , glutea, upper thigh part inside out)

5) For reduces pain during insulin injections

- a) When injecting insulin it must be at temperature room
- b) Syringe No There is bubble air
- c) Before inject Wait drying alcohol
- d) Muscle No in circumstances tensed
- e) Puncture of the skin with fast
- f) Syringe Don't changed direction, at time inject and withdraw
- g) Don't use needle blunt injection
- 6) Problem in insulin use
 - a) Sometimes congested
 - b) Generally the patients are wrong store moderate insulin used
 - c) The solution that is with replacement needle
- 7) Insulin storage
 - a) Insulin is a must saved in refrigerator temperature 2-8 °C
 - b) Already vials Opened can last 6 to 9 months
 - c) Stored insulin in temperature room temperature 15-20 °C for 1 month
 - d) If insulin is in circumstances cold so before used twirled around on the palm hand or put in room temperature above formerly
 - e) Because of the differences temperature then no insulin put it in the car or luggage aircraft
 - f) Frozen insulin or coagulate, change color from clear So cloudy so That a sign of insulin broken and don't used
- 8) Storage of insulin before used
 - a) Storage of insulin at temperature temperature 2-8 °C (insulin will stable until with expiration date)
 - b) Insulin age that is not yet used until with an expiration date is 2.5 years during storage Correct
- 9) Storing existing insulin used
 - a) Insulin products are available used stored at temperature room < 39 °C and will stable up to 6 weeks
 - b) Avoid exposed light sun direct and hot place because insulin will direct damaged

Dr. Siti Rahmah, M. Farm., a senior pharmacist at Sultan Syarif Mohamad Alkadrie Hospital Pontianak. Dr. Rahmah has experience wide in management of diabetes mellitus and insulin therapy. This Interview aim for get perspective deep about role pharmacist in management of diabetes mellitus, in particular related with education use medicine, effects side, style life, and insulin use. Dr. Rahmah explained, " Education patient is one of aspect most importantly in diabetes management. We make sure that patient accept correct information about time and dose insulin use, effects possible side happened, as well arrangement style supportive life insulin therapy. We also provide table accuracy time insulin injection for makes it easier patient understand When insulin should be given relatively to time Eat they." About insulin storage, Dr. Rahmah emphasized importance proper storage for guard effectiveness drug. "We often do find patients who store insulin do not in accordance with instructions, such as store moderate insulin used outside temperature recommended room. Education about Proper storage of insulin is critical for prevent damage drug. We deliver instructions details about storage Good for insulin that hasn't opened or already used, as well how handle insulin when traveling ." Apart from that, Dr. Rahmah also mentioned it about challenges faced in ensure obedience patient. " Error in insulin use and storage is not seldom happen and can impact Serious. Therefore, we focus on education patient and on push two-way communication . We teach patient method reduce pain moment injection and how overcome problem general like dealing with insulin congestion ."

Pharmacist Responsibilities in Administering Insulin Medication to Outpatients in Sultan Syarif Regional Hospital Mohamad Alkadie Pontianak

Sultan Syarif Mohamad Alkadrie Hospital, Pontianak City, is one of the important pillars in system health in Pontianak City, West Kalimantan. Established on base Regional Regulation Number 11 of 2008, home sick this located in Sungai Beliang sub-district, West Pontianak District, a strategic location on Jalan Komodor Yos Sudarso. with the area reaches 3.9 hectares, Sultan Syarif Mohamad Alkadrie Regional Hospital stand as symbol progress and commitment area in increase service health to public. Officially inaugurated on October 24 , 2012, the house Sick this start operational on November 1, 2012. With capacity

beginning as many as 120 places divided sleep become various type service like room Class III, ICU, emergency room, room Perinatology, and Maternity Room, Sultan Syarif Mohamad Alkadrie Regional Hospital has demonstrate its capacity in provide service comprehensive health. Although at the beginning its operations only provide service take care road Because limitations source power, home sick this succeed expand the service for covers take care inpatient in April 2013, marking step important in evolution the service. Based on Minister of Health Regulation Number 72 of 2016 concerning Standard Service Pharmacy in Hospitals, totaling 63 pages, author There are two terms that are frequently and repeatedly discussed ie is Pharmacist and Pharmacy and sure just second matter That own attachment tightly with this study. From Ministerial Regulation No. 72 of 2016 we find that Pharmacist is bachelor pharmacist who has graduated as pharmacist and have say oath position pharmacist. Temporary that is Pharmaceutical Technical Personnel is helpful staff pharmacist in undergo Work Pharmacy, which consists of top Bachelor of Pharmacy, Associate Pharmacy Expert, and Pharmacy Analyst and in the matter Responsibility for Administering Patient Insulin Medication is what becomes authority both and of course authority and that together ileh not quite enough answer. More carry on in matter carry out the mandate/ management service Pharmacy and one of them among them is administering insulin to patients power pharmacy obliged obey existing rules.

Article 7

- (1) *Every Pharmacy Personnel who organizes Service Pharmacy in hospitals is mandatory follow Standard Service Pharmacy as arranged in This Ministerial Regulation.*

Don't stop until That Only Articles 8 to 12 in Ministerial Regulation No. 72 of 2016 emphasize exists good routine supervision from the provincial Health Service, City District to even BPOM later results from monitoring is reported to the Ministry. Therefore Sultan Syarif Mohamad Alkadrie Regional Hospital own internal rules /standards rule Hospital Management that Every Services performed to Patients Must Apply *Electronic Medical Records*. So that every service can monitored with easy from upstream to downstream, from patient enter until his recovery and of course just matter This impact on transparent services from Sultan Syarif Mohamad Alkadrie Regional Hospital to Government and to User service. It seems that talking about law is not complete without discussing the perspective of sanctions

Article 12

- (1) *Violation to provision in this Ministerial Regulation can charged penalty administrative in accordance with provision regulation legislation.*

In context not quite enough answer pharmacist in giving insulin medication to patient take care road at RSUD Sultan Syarif Mohamad Alkadrie Pontianak, found that Regulation of the Minister of Health of the Republic of Indonesia Number 72 of 2016 concerning Standard Service Pharmacy in Hospitals is not in a way explicit mention penalty Specific related error in service pharmaceuticals, incl error in storage medication, administration injection, or instructions to patient. Article 12 of regulations the of course mention about sanctions, however without details or unambiguous clarity about its implementation in cases Specific moreover Again the sanctions in question is penalty Administration.

Article 440

- (1) *Every Medical Personnel or the Health Worker who does it resulting negligence Patient wound heavy convicted with criminal imprisonment for a maximum of 3 (three) years or a maximum fine of IDR 250,000,000.00 (two hundred and fifty million rupiah).*
- (2) *If it is a mistake as referred to in paragraph (1) results in death, every Medical Personnel or Health Workers are punished with criminal imprisonment for a maximum of 5 (five) years or criminal a maximum fine of IDR 500,000,000.00 (five hundred million rupiah).*

For covers aspect more laws wide related with not quite enough responsibility and consequences from error medical or pharmacy, us Can referring to the Law Number 17 of 2023 concerning Health. Article 440 of Constitution This set penalty criminal for power medical or power health due his negligence cause patient experience wound heavy or even death. Penalty the covers criminal prison and fines with limitation maximum certain, which shows seriousness law in handle negligence in service health. Although existing

regulations not in a way special target error in service pharmacy at home sick, Sultan Syarif Mohamad Alkadrie Hospital Pontianak has show high commitment to quality and safety the service. This hospital own system service excellent pharmaceutical, with power expert pharmacist and continue continuously given knowledge as well as training latest around pharmacy. Practice pharmacy at this hospital arranged with strict for ensure that each process, start from storage drug until giving instructions to patient, done with high and appropriate standards with guidelines best. With system internal oversight and emphasis on education sustainable For power pharmacy, RSUD Sultan Syarif Mohamad Alkadrie Pontianak aims For reduce risk error medical or pharmacy and ensure that patient accept safe, effective and quality services. This shows that although there is obscurity in regulations Specific related penalty on error service pharmacy, this hospital has take step proactive For ensure compliance and improve standard service health they.

4. CONCLUSION

Study about not quite enough answer pharmacist in giving insulin medication for patient take care road at RSUD Sultan Syarif Mohamad Alkadrie Pontianak, with referring to Minister of Health Regulation Number 72 of 2016 concerning Standard Service Pharmacy in Hospitals, has disclose importance role pharmacist in ensure security, effectiveness, and compliance therapy in diabetes patients. Pharmacist not only works as giver drug but also as educator and advisor for patient in management condition health they. Although there is lack in matter regulations Specific related penalty on error services, RSUD Sultan Syarif Mohamad Alkadrie Pontianak has show commitment strong to standard service high pharmaceutical, through development system services and education sustainable for power pharmacy. Based on this findings, it is recommended that you continue done improvements and updates in system service pharmaceuticals , in particular in giving insulin medication. Need exists sharpening and strengthening in related regulations with penalty to error service, for give more protection Good to patients and improve quality service health in a way whole. Apart from that, RSUD Sultan Syarif Mohamad Alkadrie Pontianak can keep going strengthen work the same multidisciplinary in management therapy Diabetic patients, make sure that every patient accept comprehensive, personalized, and patient-focused care, so improve health outcomes patient in a way significant.

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