

COLLABORATION OF PHARMACY PERSONNEL WITH HEALTH PERSONNEL SERVICES OF RSAU dr. NORMAN T. LUBIS LANUD SULAIMAN TO ACCELERATE THE HEALTH RECOVERY OF TNI SOLDIERS AND THEIR FAMILIES

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Abstract

Collaboration between pharmaceutical and medical staff at Norman Lubis Hospital plays a crucial role in supporting quality healthcare services for soldiers and their families. This study aims to identify and analyze the challenges in this collaboration and to formulate strategies for enhancing its effectiveness. The primary focus of the research is to support the safe and effective use of medications, particularly in the care of Indonesian Air Force personnel at Sulaiman Air Base. Findings reveal that the main challenges to collaboration include differences in organizational and professional cultures, limited resources, lack of interprofessional training, rigid hierarchy, and restrictive policies. Miscommunication and a lack of role understanding due to cultural differences often exacerbate the situation. Resource constraints in both personnel and infrastructure increase workloads, while the military hospital's hierarchical structure limits pharmacists' roles in decision-making. To address these obstacles, policy changes, interprofessional training programs, and resource improvements are needed. These steps are expected to strengthen collaboration and enhance the quality of healthcare services in military hospitals, thus accelerating the health recovery of soldiers.

Keywords: *Collaboration, pharmaceutical professionals, healthcare professionals, health recovery.*

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INTRODUCTION

The Air Force Pharmacy Institute (Lafiau) is a technical implementing agency of the Air Force Health Service (Diskesau) whose duties include carrying out drug production activities and supporting the availability of drugs for the benefit of members of the Indonesian Air Force and their families (PPOP Lafiau, 2009). Meanwhile, the Health Services of the Dr. Norman Lubis Air Force Hospital located on Jl Terusan Kopo No. 457 Lanud Sulaiman is a type D hospital that supports the Health Services of TNI soldiers and their families from Lanud Sulaiman, Wingdik 800, Wingdik 200, GPP 3,

Makopasgat and Student Cadets who carry out basic training. Norman Lubis Hospital really needs to prepare complete health facilities with the support of reliable health workers and pharmacists in order to accelerate the recovery of soldiers' health.

Collaboration of support from pharmaceutical personnel and health service personnel at Norman Lubis Hospital is a crucial factor in efforts to accelerate the recovery of soldiers and their families and improve the quality of health services. Norman T Lubis Hospital is a type D hospital with a total capitation of 1,500 soldiers and their families registered in the hospital. This hospital functions as a Level II health and referral service in the national health system. Therefore, Norman T Lubis Hospital has a great responsibility in providing comprehensive and quality medical care to Indonesian Air Force soldiers and their families. Problems that often occur in collaboration between pharmaceutical personnel and health personnel at Norman T Lubis Hospital include miscommunication between professions, lack of understanding of roles, limited resources, and rigid hierarchies, which often hinder the effectiveness of clinical decision-making and reduce the optimal contribution of each health worker, thus slowing down the acceleration of patient health recovery. In this context, the role of pharmaceutical personnel is very important to ensure that drug management is carried out properly, effectively, and safely. Collaboration of pharmaceutical personnel in supporting the availability of drugs, both from Lafiau and from BPJS support, covers various aspects, ranging from the selection and provision of drugs, providing accurate information regarding drug use to patients and medical personnel, to monitoring and evaluating side effects and drug interactions (Komalawati, 2020). Pharmacists work with doctors, nurses, and other health workers to design and implement optimal therapy plans for all patients (Strickland-Hodge et al., 2018).

The availability of drugs at RSAU Dr. Norman T Lubis is currently a crucial aspect that is the background to the importance of health services to provide various types of drugs needed to treat various diseases and medical conditions. Therefore, the management of drug availability in hospitals is one of the indicators of the quality of health services needed. Good drug support will ensure that each patient receives therapy that is appropriate to their medical condition, so that it can accelerate the recovery of health and patient safety. In addition, the integration of drug support with health services also plays a role in increasing the operational efficiency of hospitals. With good collaboration, drug shortages, errors in drug administration, reduced patient waiting times, and increased patient compliance with treatment can be avoided (Pramesona et al., 2022). This contributes to improving patient safety and their quality of life. Effective drug support also helps control health costs, as the correct use of drugs can prevent complications and unnecessary treatment. However, to achieve effective collaboration, good communication, ongoing education and training for all health workers, and an integrated information system are needed. All of this aims to create an environment to support good clinical pharmacy practices (Arimbawa, 2020), so that it can provide great benefits to patients and the health care system as a whole. Ongoing education and training for health workers is important to ensure that they are always *up-to-date* with the latest

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developments in the fields of pharmacy and medicine. This study aims to explore strategies and models that can optimize the influence of collaboration between pharmacy personnel in supporting drug availability at Norman T. Lubis Hospital, thereby contributing to accelerating the recovery of soldiers' health. In addition, this study also analyzes the various challenges faced in collaboration between pharmacy personnel and medical personnel in health services at the hospital. It is hoped that the results of this study can provide useful insights for the development of better clinical policies and practices in the future.

Overall, the collaboration of pharmaceutical personnel in supporting medicine and health services at Norman T Lubis Hospital is an important component in efforts to improve the quality of health services for TNI AU soldiers and their families. Through close collaboration between health workers, support from sophisticated information systems, and ongoing education and training, Norman T Lubis Hospital can provide safer, more effective, and higher-quality services for patients. Thus, this collaboration not only improves clinical outcomes and patient safety, but also contributes to operational efficiency and sustainability of the health care system as a whole.

RESEARCH METHODS

In compiling this paper, the author uses a qualitative research method as the main approach. This method is believed to be more supportive in answering the questions raised in this study. For the type of research, it uses a descriptive analytical research type where the existing phenomena are described into more detailed descriptions and then further analyzed by the author (Merdeka, 2023) . Thus, it becomes knowledge *that* is in accordance with the phenomena that occurred in the past against the phenomena that have emerged recently. Qualitative data collection techniques are basically *primary* data and *secondary* data. In *primary*, researchers carry out data collection by conducting in-depth interviews to dig up information on previously formulated problems, namely taking and analyzing data that has previously been carried out by other researchers. The method of collecting data from this study is by searching for data through library research , such as: books, journals, articles, online books and journals, official websites, which are related to the research.

RESULTS AND DISCUSSION

Noorman T Lubis Hospital is a type D hospital where health facilities provide basic services and inpatient care with limited capacity, while the patients treated at the hospital are many Indonesian Air Force soldiers who are undergoing parachute training or basic paramedics who really need immediate treatment if something unwanted happens so that collaboration between pharmacists and other health workers at Norman T Lubis Hospital, Sulaiman Air Force Base plays an important role in accelerating the recovery of the health of soldiers and their families, especially in terms of providing and

administering drugs. Through effective cooperation between fellow medical personnel, the risk of drug administration errors can be minimized, drug therapy can be optimized, and drug use can be more efficient. In addition, pharmacists play a role in providing education to patients and other health workers regarding the proper use of drugs. However, this collaboration faces a number of challenges both from the role of pharmacists in hospitals and health services themselves including human resources who do not fully understand their duties, infrastructure and facilities, management and leadership and information systems. In overcoming these challenges, it is necessary to increase interprofessional education, improve communication systems, greater recognition of the role of pharmacists, and better management of time and resources. Thus, better collaboration between pharmacists and other healthcare professionals can support more effective and safe medication management in hospitals, ultimately improving the overall quality of healthcare services.

1. **The influence of collaboration of pharmacy personnel in supporting drugs in Norman T Lubis Hospital can contribute to improving the overall health of soldiers.** Collaboration of pharmacy personnel in managing drugs in hospitals has a significant influence on improving the overall health of soldiers. In a military environment, where physical readiness and optimal health are very important, the role of pharmacists becomes even more vital. Through synergy with the medical team, pharmacists can ensure that soldiers receive the right drugs, in the right doses, and at the right time. This not only optimizes the effectiveness of therapy, but also minimizes the risk of side effects and adverse drug interactions. In the theory of *Pharmaceutical Care*, Hepler and Strand emphasize that pharmacists must be responsible for every aspect of the drug therapy they recommend or manage. All of these responsibilities include monitoring the effectiveness and safety of drugs, assessing drug interactions, and providing counseling to patients regarding the correct use of drugs. Pharmaceutical Care also requires pharmacists to collaborate closely with doctors, nurses, and other members of the health team to ensure that every decision related to drugs is based on complete and accurate information, and in accordance with the clinical needs of individual patients. With a patient-centered and evidence-based approach, this collaboration enables early detection of health problems, as well as rapid and appropriate treatment, thus maintaining and improving the combat readiness of soldiers. Therefore, close integration between pharmacy personnel and other medical teams in military hospitals not only supports the recovery of soldiers from injury or illness, but also contributes directly to their long-term readiness and health (Aini et al., 2022) . Problems that often arise in Dr Norman T Lubis hospital services include:
 - a. **Drug Availability and Management. Lafiau as the center of the pharmaceutical industry and the provision of pharmaceutical personnel in the ranks of the Indonesian Air Force has the task of making and providing drugs for Indonesian Air Force soldiers, so that pharmaceutical personnel must routinely monitor the availability of**

the necessary drugs, reducing the risk of drug shortages that can interfere with patient care. The unavailability of drugs in hospitals is a problem that needs to be addressed at this time, pharmaceutical personnel involved in the drug planning and procurement process must be able to ensure that the Norman T Lubis Hospital has adequate stock of essential drugs, especially those often used in emergency conditions and drugs prescribed by doctors. Based on data from the Norman T Lubis Air Force Hospital, every quarter the need for drugs supported by Lafiau has only reached 30%, so the Air Force Hospital still needs to provide for the lack of drugs independently with the support of BPJS capitation funds. The unavailability of the drug can be replaced with other similar types of drugs after coordination with the medical personnel (doctors) who prescribe or treat it so that the replacement drug can be given with the same composition. Coordination here is a means of communication as a medium to be able to produce the right decision between medical personnel and pharmacists regarding the provision of drugs and the replacement of synonyms for drugs that are not available with existing drugs . With coordination between health workers and pharmacists and the provision of appropriate drugs, patient recovery can be improved faster and satisfaction in service is achieved, so that TNI soldiers and their families can receive drugs more effectively. The drug management system to find out the stock of drugs and the availability of drugs is very helpful in fulfilling pharmaceutical services for TNI soldiers who are undergoing treatment. This system uses an application that is connected in parallel between the doctor who examines the patient, nurses and pharmacists at Norman Lubis Hospital.

- b. **Strategic steps of pharmacists.** In the military context, where the readiness and health of soldiers are crucial factors, pharmacists have a responsibility that is not only limited to drug distribution, but also to optimal therapy management and prevention of medication errors. Evidence shows that the involvement of clinical pharmacists in the medical team can reduce medication errors by up to 66% and increase patient adherence to therapy by up to 47%, which is very relevant to maintaining the physical readiness and health of soldiers . The implementation of a drug stock management system integrated with modern information technology, such as a Clinical Decision Support System (CDSS) and cloud-based inventory monitoring, has become an important foundation in improving the efficiency and accuracy of drug management in hospitals. This technology not only facilitates real-time stock monitoring, but also allows for more precise and rapid identification of drug procurement needs, which ultimately contributes to improving the quality of health services. In the theory of Collaborative Drug Therapy

Management (CDTM) according to Robert J. Cipolle, the need for strategic steps that are emphasized include developing the role of pharmacists and pharmacy personnel in collaboration with nurses to be responsible for evaluating, planning, and monitoring drug therapy for inpatients and outpatients. Cipolle emphasized the importance of continuing clinical training for pharmacists so that they have the necessary competencies in clinical decision-making. In addition, establishing clear collaborative protocols with physicians is a crucial step in defining pharmacists' responsibilities and authorities in managing drug therapy. Continuous monitoring of the efficacy and safety of therapy, as well as effective communication within the multidisciplinary team, are also key elements of this strategy. Implementing information technology to support evidence-based decisions and patient education on the safe and effective use of medications is an important additional step in implementing CDTM comprehensively, as outlined by Cipolle. By using cloud-based information technology, hospitals can monitor drug stocks in real time. This system allows pharmacists and hospital management to access drug inventory data from multiple locations instantly, which is critical in reducing the risk of drug shortages or excesses.

- c. **Appropriate Medication Use.** Pharmacists must work closely with physicians to ensure appropriate medication use based on the patient's diagnosis and condition. This collaboration is essential to reducing the risk of drug resistance and adverse side effects. A study from the *Journal of Managed Care & Specialty Pharmacy* found that collaboration between pharmacists and medical teams increased patient adherence to drug therapy by 20%, meaning soldiers received more effective and appropriate treatment.
- d. **Education and Training.** Pharmacists also play a role in educating soldiers about the correct use of drugs, including dosage, timing, and potential side effects. This education helps soldiers better understand the importance of adherence to treatment and reduces the likelihood of drug errors (Riki Afriansyah, 2023). Data from the Centers for Disease Control and Prevention (CDC) shows that good pharmacy education can reduce drug errors among patients by up to 30%. Training for pharmacists at the Norman Lubis Air Force Hospital is currently carried out every semester so that pharmacists understand their duties and obligations and gain new knowledge in the field of pharmacy along with technological developments, so that they can provide input to medical personnel, especially doctors, if there is an error in prescribing drugs to TNI AU soldier patients.
- e. **Link Monitoring System.** Information technology that allows medical personnel and pharmacists to communicate and share information in real-

time regarding drug supplies and available alternatives. This system is designed to facilitate coordination between health workers, thus ensuring more efficient drug handling. One of the main functions of the Link Monitoring System is **drug inventory monitoring**, where data from the pharmacy is integrated with the hospital's clinical management system. This allows doctors to see drug availability in real time and communicate with pharmacists to determine alternatives if the required drug is not available. In addition, this system supports **the speed of decision-making** in urgent situations. Pharmacists can identify substitute drugs that have similar composition or the same therapeutic effect and notify doctors in real-time. This system also offers **centralized documentation**, where all decisions related to substitute drugs are well recorded and can be accessed again for evaluation or audit. Some advanced systems are even equipped with **data-driven recommendations**, using algorithms to provide drug alternatives based on patient history and available stock, saving time in the drug search process. For example, if a doctor prescribes drug A but it is out of stock, the pharmacist can immediately recommend drug B through the system, and the doctor can approve or discuss the change without the need for direct physical communication.

f. **Health Policy Development**. Collaboration between pharmacy and hospital administration helps develop health policies that support efficient and safe medication use. Well-designed policies can include protocols for medication handling and distribution, adverse event monitoring and reporting programs, and initiatives to control drug costs without sacrificing quality. According to data from Health Affairs, hospitals with good health policies show improved operational efficiency and quality of care.

2. **Challenges faced in collaboration.** Collaboration between pharmacists and medical personnel at Norman Lubis Hospital is crucial to ensure optimal health services for soldiers. However, various challenges often arise in efforts to achieve effective and efficient collaboration. These challenges can come from various aspects, including structural, organizational culture, resource limitations, and interprofessional communication (Ferdiansyah, 2019). The following are some of the main challenges faced in collaboration between pharmacists and medical personnel at Norman Lubis Hospital:

A. Differences in Organizational and Professional Culture. The organizational culture in Norman Lubis Hospital as a military air force hospital often focuses on hierarchy and discipline, with military doctors having various additional duties in addition to patient care. On the other hand, pharmacists also play an important role in patient care, often not getting equal recognition in this hierarchy. This creates an imbalanced power dynamic and

can hinder communication and less effective collaboration. Differences in professions also contribute to this challenge where doctors usually focus more on the diagnosis and clinical management of patients, while pharmacists and pharmacy staff focus more on the pharmacological aspects and safe and effective use of medications. This difference in focus can lead to a lack of understanding and appreciation of the role of each profession. In addition, differences in terminology and approaches to patient care between the two professions can lead to miscommunication. Without a clear understanding of each other's roles and responsibilities, collaboration can be hampered. For example, pharmacists may be hesitant to provide advice or input that differs from the doctor's opinion for fear of negative reactions or rejection. To overcome this challenge, efforts are needed to improve interprofessional understanding and appreciation through interprofessional training and organizational culture change. By encouraging open communication and mutual respect for each other's roles, collaboration between pharmacists and medical personnel can be improved, which will ultimately have a positive impact on the quality of health services and patient safety at Norman Lubis Hospital.

- B. Limited Resources and Infrastructure.** Limited resources, both human and infrastructure, are also significant challenges. Norman Lubis Air Force Hospital with approximately 100 TNI AU soldier patients every day only has 3 pharmacists and 1 pharmacist, this is often not enough to handle the workload when providing drug preparation services for inpatients and outpatients, causing high work pressure and reducing opportunities to collaborate effectively with medical personnel. Limited infrastructure, such as an unintegrated health information system, can hinder the flow of information needed for effective collaboration.
- C. Lack of Interprofessional Training.** Effective interprofessional training is essential to building solid understanding, communication, and collaboration among various professions in the health system. Such training programs are still rarely conducted due to budget constraints supported by higher units, so that pharmacists and medical personnel at RSAU Norman Lubis Lanud Sulaiman lack the communication and collaboration skills needed to work together effectively. This can cause doctors and nurses in health services to not fully understand the role of pharmacists in the health care team, such as in identifying potentially dangerous drug interactions or counseling patients on the correct use of drugs. Conversely, pharmacists feel less confident to voice their opinions in a medical team dominated by doctors due to a lack of training in interprofessional communication. Lack of training can also have an impact on power dynamics and hierarchy within the medical team. Without an understanding and appreciation of the role of each profession, there is often inequality in decision-making. Doctors who are higher in the hierarchy may

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ignore input from pharmacists, which can hinder effective collaboration and harm patient safety. Interprofessional training needs to be carried out at Norman Lubis Air Force Hospital by fulfilling various aspects, namely communication skills, conflict management, and understanding the roles and responsibilities of each profession. This training program must be designed to promote teamwork in health services to improve the health of Indonesian Air Force soldiers around Sulaiman Air Force Base. Reducing rigid hierarchies, and building trust and mutual respect among all members of the health care team also need to be implemented. The results of data obtained through interviews and examinations of service lines indicate that Norman Lubis Hospital, if it can implement an interprofessional training program, can result in significant improvements in interprofessional collaboration and the quality of patient care. Therefore, Norman Lubis Hospital must invest resources in developing and implementing a comprehensive interprofessional training program by submitting it in stages. Thus, challenges related to lack of training can be overcome, which will ultimately improve collaboration between pharmacists and medical personnel and the quality of health services at Norman Lubis Hospital.

D. Restrictive Policies and Regulations. Rigid regulations often do not allow hospital pharmacists to play an active role on the health care team. Some policies often limit pharmacists from making clinical decisions or providing direct recommendations to physicians regarding drug therapy. These limitations can reduce the effectiveness of collaboration and negatively impact patient care. Pharmacists and other pharmacy technicians have deep expertise in pharmacology and medication management and should be an integral part of the medical team to ensure the safe and effective use of medications. However, without supportive policies, their contributions are often overlooked. Additionally, regulations that do not facilitate interprofessional communication can also be a barrier. Addressing these challenges requires policy changes that allow pharmacists to play a more active role on the care team, as well as regulations that encourage and facilitate effective interprofessional communication. With supportive policies and regulations, collaboration between pharmacy and medical personnel in military hospitals can be enhanced, ultimately improving the quality of health care and patient safety.

CONCLUSION

Collaboration of pharmacists in supporting Lafiau drugs and medical personnel at Norman Lubis Hospital is a vital component in efforts to improve the quality of health services and accelerate the recovery of soldiers' health. Through effective collaboration, drug use can be optimized, which in turn improves patient care outcomes and safety.

However, there are several challenges that must be overcome to achieve optimal collaboration. First, differences in organizational and professional cultures often lead to miscommunication and lack of understanding of the roles of each profession. To overcome this, efforts are needed to improve understanding and appreciation of the contributions of each profession through adequate interprofessional training. Second, limited resources, both in terms of the number of pharmacists and infrastructure, exacerbate the situation by increasing workloads and reducing opportunities for effective collaboration. Therefore, increasing resources and infrastructure is an important step to support better collaboration. Third, the lack of interprofessional training is a significant barrier that hinders the development of necessary communication and collaboration skills. Implementation of a comprehensive interprofessional training program can help address these issues and strengthen interprofessional collaboration. Fourth, the hierarchy and power dynamics within the hospital structure often reduce the active participation of pharmacists in clinical decision-making. To address this, organizational culture changes that support equal collaboration and mutual respect are needed. Finally, policies and regulations that limit the role of pharmacists in the health care team need to be changed to allow for more significant contributions from pharmacists. Stronger policy support will help ensure safe and effective medication use, as well as improve overall quality of care.

By addressing these challenges through a holistic and coordinated approach, collaboration between pharmaceutical and medical personnel can be significantly enhanced, thereby accelerating the recovery of soldiers and their families.

In order to accelerate the health recovery of Indonesian Air Force soldiers and their families at the Dr. Noorman T. Lubis Air Force Hospital, it is necessary to improve several future plans which are included in the following guidelines:

1. The type of RSAU dr Noorman T Lubis needs to be upgraded from Type D to Type B, this is because of several problems encountered, namely Sulaiman Air Force Base oversees several work units that have routine operational and command training tasks, many incidents of soldiers who fail in parachuting or other routine activities that are not helped directly because there are no specialist doctors to handle them. Upgrading the hospital from type D to type B is very important to meet the increasingly complex needs of public health services. Type B hospitals have a more complete and quality medical service capacity than type D, including facilities for more critical cases, more diverse specialist services, and more sophisticated medical equipment. With this upgrade, local people will find it easier to access advanced health services without having to refer to a hospital further away, which will save time and money for patients and their families. In addition, upgrading the type of hospital also has the potential to improve the quality of medical personnel, because doctors and other health workers can develop better in an environment that supports advanced medical practices. This will ultimately have a positive impact on the overall quality of public health and help reduce morbidity and mortality due to limited access to health services.

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2. Collaboration between pharmacists and health services is very important to improve the quality of hospitals, so it requires special attention from related officials. In hospital services, the role of pharmacists is more than just providing drugs; they play an active role in drug therapy management, monitoring patient safety, and educating patients and families on drug use. When pharmacists work synergistically with other medical personnel, such as doctors and nurses, the quality of patient care will improve through more appropriate drug selection, accurate dosages, and minimal side effects. Authorized officials need to ensure that there are policies and facilities that support this collaboration, such as integration into the hospital information system and the development of cross-professional training programs. This support will create a conducive working environment for health workers to work together, so that the quality of service and patient satisfaction will improve, which will ultimately improve the reputation and public trust in the hospital.

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