

ABSTRACT

Medication adherence is very important for diabetic patients to achieve near-normal blood sugar levels. Medication adherence will be achieved if the patient has adequate amounts of a drug by picked up on time. This study aims to analyze the factors that influence medication refill adherence by PRB beneficiaries with diabetes mellitus served at pharmacies in collaboration with BPJS Kesehatan in Surabaya.

Medication refill adherence data is obtained from a control book to determine refill date. Adherence was defined as Medication Possession Ratio (MPR) $\geq 80\%$. This research uses observational analytic cross-sectional approach, simple random sampling with 73 respondents. Respondents were PRB beneficiaries who received diabetes mellitus drug services for 3 consecutive months in the range from October 2017 to February 2018. Socio-demographic variables, therapy variables, patient variables, condition variables, and health care system variables were examined for each patients.

The results of the research show 76.7% of respondents have high refill adherence. The results of logistic regression analysis showed that knowledge about drug services in PRB and drug therapy for diabetes mellitus ($p = 0.009$), intention to pick up diabetes mellitus drugs on time ($p = 0.024$), and pharmacy staff behavior ($p = 0.022$) have a statistically significant effect on medication refill adherence. It is recommended that need to increase the role of health professionals and programs aimed at educating about antihyperglycemic. Besides that, the role of pharmacy staff needs to be improved in providing drug education and identification of drug therapy problem with a friendly attitude.

Keywords : Medication refill adherence, Program Rujuk Balik, diabetes mellitus,
Surabaya