Pengembangan model antrean pasien rawat jalan Poliklinik Spesialis Rumah Sakit Bersalin "X" Jakarta Selatan tahun 2012 = Queuing model development in outpatient Clinic Specialist at "X" Maternity Hospital South Jakarta 2012

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Abstrak

Waktu antrean lebih dari satu jam sebanyak 47% dialami oleh poliklinik spesialis RSB 'X'. Penelitian bertujuan mengetahui gambaran model antrean awal dan mengembangkan model antrean baru menggunakan simulasi antrean. Rancangan penelitian adalah potong lintang dengan pendekatan kualitatif dan kuantitatif. Waktu pelayanan, jumlah petugas, pola kedatangan diamati dan dianalisis.
Hasil penelitian adalah waktu pelayanan pasien bagian rekam medis memiliki hubungan bermakna dengan waktu tunggu. Waktu tunggu pasien 86,77 menit. Berdasarkan simulasi, utilisasi petugas rekam medis melebihi nilai optimal. Usulan pengembangan model antrean dibuat berdasarkan jumlah petugas dan waktu pelayanan rekam medis. Manajemen RSB 'X' memilih usulan menggunakan modifikasi model antrean awal.

.....About 47% of queuing time for more than one hour are happened in outpatient clinic specialist at 'X' Maternity Hospital. The purpose of this research is to obtain the characteristics of the existing queuing model and to develop the new queing models with queuing simulation. Cross sectional research design is used using mixed method. Service time, server and arrival pattern were observed and analized.
The result of this study are that service time on medical record stage has significant connection with total waiting time. The mean of waiting time were 86,77 minutes. Based on queuing simulation, the utility of the server on medical record stage has reached above optimal line. The proposed queuing model is developed based on the number of server and service time on medical record stage. The management from 'X' Maternity Hospital has choosed to use existing queuing model with modification on the model.