

# Pendekatan lean hospital pada proses administrasi rawat inap di rumah sakit azra bogor tahun 2014 = Lean hospital approach at azra bogor hospital inpatient administration process 2014/ Nurmala Sari

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## Abstrak

<b>ABSTRAK</b><br>

Penerapan Lean Hospital di rumah sakit-rumah sakit telah membantu meningkatkan produktivitas. Penelitian ini menjabarkan proses administrasi pasien rawat inap di Rumah Sakit Azra Bogor menggunakan pendekatan Lean Hospital. Metode yang digunakan adalah kualitatif untuk memperlihatkan adanya kegiatan non-value added pada pendaftaran rawat inap sebesar 71.08% dan pada administrasi pasien pulang sebesar 72.11%. Terindikasinya pemborosan merupakan penyebab semakin lamanya waktu tunggu pasien terhadap administrasi rawat inap. Berdasarkan analisis diagram fishbone didapat sebelas akar masalah utama. Hasil analisis masalah dibuat usulan perbaikan yang terbagi atas tiga katagori periode: jangka pendek, jangka menengah, dan jangka panjang yang bertujuan terus-menerus meminimasi waste.

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<b>ABSTRACT</b><br>

Application of Lean hospital at many hospitals has helped the productivity increased. This study explain about the administrative process at Azra Bogor Hospital Inpatient unit using Lean Hospital approach. Qualitative method is used to indicate there is non-value added activity in inpatient unit registration in amount of 71.08% and in the return administration process in amount of 72.11%. Indication of waste is the cause of the length of patient's waiting time at inpatient administration process. Based on Fishbone diagram analysis obtained eleven main root causes. The result of problem analysis made into proposed improvement which is devided into three categories: short-term, medium-term, and long-term period which aims is to minimize waste continuously.