

Analisis konsep lean thinking pelayanan laboratorium pada pasien UGD RS Masmitra Bekasi = The concept of lean thinking analysis laboratory service in ER patients at Masmitra Bekasi Hospital

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Abstrak

Langkah awal memperbaiki mutu dan meningkatkan pelayanan laboratorium RS. Masmitra adalah melalui metode Lean yang bertujuan menciptakan value dengan cara mengurangi kesalahan dan waktu tunggu. Penelitian analitik dengan metode kualitatif dengan cara observasi, wawancara dan telaah data bertujuan menganalisis alur proses pelayanan laboratorium pasien UGD RS. Masmitra dan membuat usulan rancangan perbaikan setelah menerapkan konsep Lean Thinking. Pada Current State Value Stream Map didapati 39% kegiatan non value-added serta 7 jenis waste dalam proses pelayanan laboratorium pasien UGD serta melalui penerapan Lean Tools diciptakan ide-ide perbaikan dalam bentuk Future. State Value Stream Map dimana hanya terdapat 9% kegiatan non value-added pada proses tersebut. Oleh karena itu, penerapan konsep lean thinking sangatlah tepat untuk meningkatkan kualitas pelayanan laboratorium RS.Masmitra.

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Initial steps to improve the quality and enhance the hospital laboratory service at Masmitra Hospital is through Lean methods which aimed then to create value by reducing errors and waiting time. Analytical Study with qualitative methods by taking observation, interviews and documents analysis which aims to analyze the process flow of the ED patient laboratory service at Masmitra Hospital and creating the improvement after applying the concept of Lean Thinking. On the Current State Value Stream Map found 39 % of non value-added activities as well as 7 different types of waste in the process of ER patients and laboratory services through the application of Lean Tools which has created improvement ideas in the form of Future State Value Stream Map where there are only 9 % of non value- added activities to the process. Therefore , the application of the concept of lean thinking is appropriate to improve the quality of laboratory services at Masmitra Hospital.