

Analisis pelayanan poliklinik kandungan di Instalasi Rawat Jalan RSIA Ummi Bogor tahun 2015 dengan konsep Lean Thinking = Analysis of obstetric dan gynecology polyclinic service in Outpatient Installation RSIA Ummi Bogor 2015 with Lean Thinking concept

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Abstrak

[ABSTRAK

Rumah Sakit Ibu dan Anak Ummi (RSIA Ummi) memiliki pelayanan unggulan pada poliklinik kandungan. Jumlah kunjungan pada poliklinik kandungan RSIA Ummi terus meningkat setiap tahunnya. Peningkatan jumlah pasien menyebabkan waktu tunggu pelayanan menjadi semakin lama, ditambah alur proses pelayanan yang kompleks menimbulkan kebingungan pada pasien. Penelitian ini menganalisis pelayanan poliklinik kandungan di Instalasi Rawat Jalan RSIA Ummi dengan Konsep Lean Thinking. Dengan menggunakan metode Lean Thinking memperlihatkan adanya non value added activity sebesar 86% dan value added activity sebesar 14%. Hal ini menunjukkan bahwa terdapat cukup banyak waste (pemborosan). Selain itu dari analisis fishbone diagram menunjukkan delapan akar masalah. Usulan ide perbaikan dibagi menjadi 3 tahap, yaitu jangka pendek, jangka menengah, dan jangka panjang, yang di dalamnya terdapat juga ide perbaikan untuk mengurangi waste (pemborosan) dan membuat aliran proses menjadi lebih efektif dan efisien.

ABSTRACT

Mother and Child Hospital (RSIA) Ummi has a superior service at the obstetric and Gynecology polyclinic. The visitation number of the obstetric and Gynecology polyclinic in RSIA Ummi keep increasing every year. The increasing number of patients makes the waiting time services become longer. Beside that, the complex service flowchart causes confusion for patients. This research analyzes the content of polyclinic service at the Outpatient Installation RSIA Ummi with Lean Thinking Concept. By using Lean Thinking showed non-value added activity by 86% and value added activity by 14%. This shows that there are quite a lot of wastes. Addition of fishbone diagram analysis showed that there are eight roots of the problem. The writer proposed ideas for improvement that are divided into three stages, namely short term, medium term and long term, in which there is also the idea to reduce waste and to make the service flowchart becomes more effective and efficient.;Mother and Child Hospital (RSIA) Ummi has a superior service at the obstetric and Gynecology polyclinic. The visitation number of the obstetric and Gynecology polyclinic in RSIA Ummi keep increasing every year. The increasing number of patients makes the waiting time services become longer. Beside that, the complex service flowchart causes confusion for patients. This research analyzes the content of polyclinic service at the Outpatient Installation RSIA Ummi with Lean Thinking Concept. By using Lean Thinking showed non-value added activity by 86% and value added activity by 14%. This shows that there are quite a lot of wastes. Addition of fishbone diagram analysis showed that there are eight roots of the problem. The writer proposed ideas for improvement that are divided into three stages, namely short term, medium term and long term, in which there is also the idea to reduce waste and to make the service flowchart becomes more effective and efficient., Mother and Child Hospital (RSIA) Ummi has a superior service at the obstetric and Gynecology polyclinic. The visitation number of the obstetric and

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