

Analisa waktu pelayanan obat racik dan non racik dengan pendekatan lean six sigma pada instalasi farmasi rawat jalan Rumah Sakit Hermina Depok tahun 2018 = Analysis of time service for compounding and non compounding medicines with lean six sigma approach at outpatient pharmacy unit of Hermina Depok Hospital in 2018

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20475421&lokasi=lokal>

Abstrak

This research describes about time service analysis of compounding and non compounding medicines in hermina with lean sigma approach in installation of outpatient in hermina depok. Pharmacy time service is the important part of the hospital excellent services and lean six sigma is a methodology of decreasing the waste and variation. This research is an operational research where the researcher did a direct counting in each process of compounding and non compounding prescriptions. Lean six sigma method which has been used were define, measure, analyze and improve.

This research aims to propose a better visual management application, 5s culture, layout changing and electronic prescription and heijunka prescription as a long term purpose. Using of lean six sigma method could decrease the waste of non compounding prescription service from 43 procedures to 32 procedures with time allocation from 31 minutes and 51 seconds to 16 minutes 34 seconds. For the compounding prescription could also decrease the procedures, from 32 steps to 46 steps with time allocation from 47 minutes and 31 seconds to 25 minutes and 7 seconds.