

Faktor-faktor penentu waktu tunggu penyerahan obat pasien rawat jalan di RSUD Kota Mataram = The determinants of waiting time for outpatient medication delivery at Mataram General Hospital

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Abstrak

ABSTRAK

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Salah satu Standar Pelayanan Kefarmasian di rumah sakit adalah waktu tunggu. Waktutunggu pelayanan yang baik berhubungan dengan kepuasan pelanggan, sehingga rumah sakit harus dapat mengontrol waktu pelayanan untuk mencapai kepuasan pasien. semakin cepat waktu tunggu pasien, semakin baik juga penilaian terhadap pelayanan kefarmasian suatu rumah sakit. Lean adalah suatu upaya terus menerus untuk menghilangkan pemborosan waste dan meningkatkan nilai tambah value added produk baik barang maupun jasa agar memberikan nilai kepada pelanggan. Penelitian ini dilaksanakan di Instalasi Farmasi RSUD Kota Mataram pada bulan Maret 2018, dengan hasil masih ditemukan kegiatan yang tergolong non value added tidak memiliki nilai tambah ,sehingga waktu tunggu rata-rata yang diperlukan dalam proses pelayanan resep obat menjadi lebih lama obat kronis non racikan 32,69 menit dan racikan 64,30 menit obat non kronis non racikan 32,72 menit dan racikan 81,8 menit . Rata-rata waktu tunggu melebihi peraturan 129/Menkes/SK/II/2008. Usulan perbaikan berdasarkan analisa akar masalah pada alur proses kegiatan pengrajinan resep, disusun menjadi langkah-langkah efektif untuk mengurangi waktu tunggu pelayanan sehingga mencapai target standar pelayanan yang ditetapkan, yang sesuai dengan keadaan situasi dan kemampuan rumah sakit serta faktor yang mempengaruhi.Kata Kunci : Lean, Waktu Tunggu, Kefarmasian

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One of the standard pharmaceutical services in the hospital is the waiting time. The good service waiting time related with customer satisfaction, so that the hospital must be able to control the service time to achieve patient satisfaction. The faster the patient 39 s waiting time, the better assessment of the pharmaceutical services of a hospital. Lean is an ongoing effort to eliminate waste and increase the value added of both products and services to deliver value to customers. This research conducted in pharmacy installation of Mataram general hospital on March 2018, with the results is still found activities that are categorized as non value added, so that the average waiting time required in the process of medicine recipe becomes longer chronic with no blend take 3.69 minutes and chronic with blend take 64.30 minutes, non chronic no blend take 32.72 minutes and nonchronic with blend take 81.8 minutes . The average of waiting time exceeds regulation of Ministry of Health number 129 Menkes SK II 2008. The proposed improvement based on the root problem analysis of process the recipe work, is structured into effective measures to reduce waiting time so could achieve the targeted service standard, which is appropriate with the situation and the

ability of the hospital as well as the influencing factors. Key words Lean, waiting time, pharmaceutical Reference list 57 Reference