

***Analysis of Factors Causing Long Waiting Times for Outpatient Services at  
Inpatient Clinic dr. M. Suherman Jember***

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**ABSTRACT**

*Outpatient services at dr. M. Suherman Jember Inpatient Clinic are quite good, but there is still a problem, namely the length of waiting time for outpatient services with an average patient service waiting time of 62 minutes while the standard waiting time for outpatient services according to SPM is 60 minutes so that it has an impact on patient satisfaction. This study aims to analyze the factors causing the long waiting time for outpatient services at dr. M. Suherman Jember Inpatient Clinic using 5M management elements. The type of research used is qualitative research with data collection techniques of interviews, observation, documentation, to prioritize problems using NGT, to compile alternative problem solving using brainstorming. The informants of this study were 2 medical record officers, 1 outpatient nurse, and 1 general practitioner. The priority of the problem is based on machine variables, namely there is still a system error in the Clinic SIM, the man variable is that the number of outpatient service officers is not sufficient, namely in the morning shift there is only 1 general practitioner so that if there is an emergency patient, the general patient must wait for the doctor to finish serving emergency patients. Alternative solutions to the problem obtained are conducting routine evaluations and maintenance once every 1 month against the applicable system, increasing the number of doctors for the morning shift.*

*Keywords: Waiting Time, Outpatient, 5M*