

Efisiensi Lama Waktu Tunggu Pelayanan Rawat Jalan Dengan Metode Lean Hospital Di Klinik Pratama Nusantara Sebelas Medika Djatiroto (*Efficiency of Outpatient's unit Resptime with Lean Hospital methode in Clinic of Nusantara Sebelas Medika Djatiroto*)

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ABSTRACT

Clinic of Pratama Nusantara Sebelas Medika Djatiroto is a medical center whose give outpatients service. Outpatients service in that clinic was good enough, but there are some problem about long resptime which not agreement with standardize in Kepmenkes No. 129 Year 2008 about standardize of minimal service is 60 minute. The goals from this study is make eficiency of long resptime at outpatients services in clinic of Pratama Nusantara Sebelas Medika Djatiroto year 2016. The methode of this study is Lean Hospital methode with Fishbone Methode as instrumen to pull root cause of problem. Type of this study is cualitative study with technic of collecting data use deep interview instrument, observation instrument, and brainstorming. Result from this study is long resptime of outpatients services is 108 minute with rasio percentage between value added and non value added is 20,83% : 79,16%, the condition is not eficiency. Unit has gave big waste is examination unit and medical records unit. This condition occurs cause doctors do not come ontime, there are some medical record was stacked when delivered to examination unit, medical records unit was seperated, the material of medical record was to thin, it's make so easy was tucked.

Keyword : Eficiency, Resptime, Outpatients, Lean