

***Effort to Increase Patient Satisfaction Outpatient with the PDCA (Plan, Do, Check, Act) Approach in RSD Balung Jember***

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**ABSTRACT**

*Patient satisfied is one of the factors that can be used as a reference in determining the success of the service program including services at RSD Balung Jember. However, there are problems that cause patient satisfaction scores in the outpatient unit of RSD Balung to be below standard. Based on data from RSD Balung each year the patient satisfaction score in the outpatient unit is not more than 76%. Improved patient satisfaction in the outpatient unit to overcome these problems and for the process of finding the cause of the problem using the PDCA (plan, do, check, action). This study aims to make efforts to improve the implementation of increasing outpatient patient satisfaction with the PDCA approach at RSD Balung, Jember Regency in 2020. This type of research is descriptive (descriptive research) with data collection techniques: interview, observation, and brainstorming. The results of this study are the problem with the man factor and machine factor. The planning carried out in this study is a doctor's reminder system via WhatsApp, providing time formatting, making SOP, reminder systems for patient notifications, giving pamphlets, adding hand sanitizers, making suggestion boxes. After the implementation of the planning, the value of patient satisfaction in the second trimester outpatient treatment increased to 81%. The suggestion that can be given in this study is that the outpatient unit of RSD Balung is expected to continue to carry out the approved improvements until the percentage of patient satisfaction is in accordance with the target or SPM (minimum service standards).*

**Keywords:** *Improvement Effort, Patient Satisfaction, PDCA.*