

## Analisis waktu tunggu pelayanan rawat jalan poliklinik spesialis penyakit dalam RSUD Koja tahun 2017 = Analysis of outpatient service waiting time polyclinic specialist disease in RSUD Koja in 2017

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### Abstrak

<b>ABSTRAK</b><br>

Pelayanan rawat jalan merupakan salah satu andalan bagi rumah sakit dalam meningkatkan pemasukan bagi unit-unit lainnya. Tujuan penelitian ini adalah untuk mempercepat pelayanan rawat jalan di Poliklinik Spesialis Penyakit Dalam RSUD Koja dengan mengetahui lead time waktu tunggu pelayanan rawat jalan dan mengetahui cycle time (value added dan non value added) di masing-masing tahapan pelayanan rawat jalan serta membuat simulasi penerapan Lean Hospital untuk menghilangkan atau meminimalisasi pemborosan (waste). Desain penelitian ini dilakukan dengan operational research melalui pendekatan Lean Hospital. Waktu tunggu pelayanan rawat jalan di Poliklinik Spesialis Penyakit Dalam RSUD Koja sebesar 71.18 menit yang berarti masih melebihi standar yang ditetapkan oleh Kementerian Kesehatan dalam Keputusan Menteri Kesehatan Nomor 129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit. Demikian pula waktu tunggu di unit farmasi sebesar 256.8 menit (obat racik) dan 154.27 menit (obat jadi). Waktu tunggu di unit pelayanan laboratorium sudah sesuai dengan standar dari Kementerian Kesehatan yaitu &#8804; 140 menit. Penerapan upaya perbaikan pelayanan rawat jalan di Poliklinik Spesialis Penyakit Dalam RSUD Koja adalah dengan menghilangkan waste waiting, defect/rework, transportation, overprocessing dan overproduction di masing-masing tahapan pelayanan. Kesimpulan penelitian ini adalah dengan menghilangkan atau meminimalisir pemborosan (waste) dan membuat desain perpanjangan pelayanan rawat jalan dapat mengurangi waktu tunggu pelayanan rawat jalan di Poliklinik Spesialis Penyakit Dalam RSUD Koja.

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<b>ABSTRACT</b><br>

Outpatient care is one of the mainstays for hospitals in increasing income for other units. The purpose of this research is to accelerate the outpatient service in Polyclinic Specialist Disease Inside Koja Hospital by knowing the lead time waiting time of outpatient service and knowing the cycle time (value added and non value added) in each stage of outpatient service and make simulation of Lean application Hospital to eliminate or minimize waste (waste). This research design is done by operational research through Lean Hospital approach. Outpatient service waiting time in Polyclinic Specialist of Internal Disease of Koja Hospital amounted to 71.18 minutes which means it still exceeds the standard set by Ministry of Health in Decree of Minister of Health Number 129 / Menkes / SK / II / 2008 regarding Minimum Service Standard of Hospital. Similarly, waiting time in the pharmacy unit is 256.8 minutes (racik drug) and 154.27 minutes (finished medicine). The waiting time in the laboratory service unit is in accordance with the Ministry of Health's standard of &#8804; 140 minutes.

Implementation of outpatient service improvement efforts in Polyclinic Specialist Disease In RSUD Koja is to eliminate waste waiting, defect / rework, transportation, overprocessing and overproduction in each stage of service. The conclusion of this research is to eliminate or minimize waste and make the design of service outpatient extension can reduce waiting time of outpatient service in Polyclinic Specialist of Disease in Koja Hospital.