

Analisis proses pemulangan pasien rawat inap di Rumah Sakit Hermina Bogor dengan pendekatan lean six sigma tahun 2019 = Analysis of inpatients discharge process at Hermina Bogor Hospital with lean six sigma approach in 2019

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Abstrak

Penelitian ini membahas tentang proses pemulangan pasien rawat inap dengan pendekatan lean six sigma terhadap pasien dengan metode pembayaran asuransi swasta dan jaminan perusahaan di instalasi rawat inap RS Hermina Bogor. Tujuan dari penelitian ini adalah mendapatkan hasil analisis kegiatan yang tidak memberikan nilai tambah (non value added) sehingga pemborosan (waste) dapat diidentifikasi dan segera dapat diminimalisasi atau dihilangkan. Penelitian ini bersifat kualitatif dan kuantitatif. Adapun metode penelitian kualitatif dilaksanakan dengan observasi, wawancara mendalam, dan telaah data sekunder. Sedangkan metode penelitian kuantitatif dilaksanakan dengan perhitungan statistik waktu pada proses pemulangan pasien rawat inap. Penelitian ini juga menggunakan pendekatan time and motion studies, yakni mengukur keahlian dan kecepatan karyawan dalam proses pemulangan pasien rawat inap. Berdasarkan hasil penelitian, didapatkan rata-rata waktu proses pemulangan pasien rawat inap di RS Hermina Bogor adalah 289 menit dengan kegiatan value added 35 menit (12,17%) dan non value added 254 menit (87,83%). Proses yang membutuhkan waktu paling lama terjadi pada cycle LPRWI 1, yaitu 110 menit. Sedangkan proses yang memiliki waste waktu paling lama terjadi pada cycle Administrasi, yaitu 95 menit. Penerapan lean dalam penelitian ini dapat menurunkan presentase kegiatan non value added sebesar 19,31%, yakni menjadi 67,83%.

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This research discusses about inpatients discharge process with a lean six sigma approach to patients with private insurance and company guarantees payment methods at the inpatient installation of Hermina Bogor Hospital. The purpose of this research is to get the results of the analysis of non value added activities so that waste can be identified and immediately can be minimized or eliminated. This research is qualitative and quantitative. The qualitative research method is carried out by observation, in-depth interviews, and review of secondary data. While the quantitative research method is carried out by calculating time statistics in inpatients discharge process. This research also uses a time and motion studies approach, which measures the skills and speed of employees in the inpatients discharge process. Based on the results in this research, it was found that the average time of inpatients discharge process at Hermina Bogor Hospital was 289 minutes with 35 minutes (12.17%) value added activities and 254 minutes (87.83%) non value added activities. The process that took the longest time occurs in the LPRWI 1 cycle, which is 110 minutes. While the process that has the longest waste time occurs in the Administrative cycle, which is 95 minutes. Lean application in this research can reduce the percentage of non value added activities by 19.31%, ie to 67.83%.