

Analisis Konsep Lean Thinking terhadap Perbaikan Waktu Tunggu Pelayanan Pasien di Instalasi Rawat Jalan Rumah Sakit Indonesia = Analysis of the Lean Thinking Concept towards Improving Waiting Time for Patient Services at Outpatients Installation in Indonesian Hospitals

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Abstrak

Penelitian ini menggunakan metode Narrative Review tentang analisis konsep Lean Thinking terhadap perbaikan waktu tunggu pelayanan pasien Instalasi Rawat Jalan Rumah Sakit di Indonesia. Tujuan penelitian ini adalah untuk mengetahui gambaran implementasi konsep Lean Thinking dalam mengatasi waktu tunggu pelayanan pasien Instalasi Rawat Jalan Rumah Sakit. Agar memperoleh literatur layak uji, peneliti menggunakan pedoman PRISMA. Peneliti mendapatkan 12 literatur dengan metode penelitian kualitatif dan kuantitatif. Hasil penelitian menyimpulkan bahwa konsep Lean dapat membuktikan proses pelayanan rawat jalan Rumah Sakit di Indonesia masih belum Lean. Terdapat 7 literatur yang menunjukkan bahwa Lean efektif mengurangi lama waktu tunggu pelayanan pasien rawat jalan di Rumah Sakit dibuktikan dengan mengadopsi prinsip utama Lean, yaitu Standardize work dan Heijunka. Agar tercapai kondisi Lean, Rumah Sakit harus menyelaraskan implementasi antara 5 prinsip Lean (Customer value, value stream, flow, pull, perfection) dengan budaya organisasi, pola pikir, metode Lean, membudayakan 5 S, dengan melibatkan seluruh pihak di Rumah Sakit untuk menyelesaikan masalah secara konsisten dan berkesinambungan.

.....This study uses the Narrative Review method concerning the analysis of the Lean Thinking concept towards improving the waiting time for patient services in the Outpatient Hospital in Indonesia. The purpose of this study was to describe the implementation of the Lean Thinking concept in overcoming the waiting time for patient services in the Hospital Outpatient Installation. In order to obtain test-worthy literature, researchers used the PRISMA guidelines. The researcher obtained 12 literatures using qualitative and quantitative research methods. The results of the study conclude that the Lean concept can prove that the outpatient service process of hospitals in Indonesia is still not Lean. There are 7 literatures that show that Lean is effective in reducing the waiting time of outpatient services at the hospital as evidenced by adopting Lean's main principles, namely Standardize work and Heijunka. In order to achieve the Lean condition, the Hospital must align the implementation of the 5 Lean principles (customer value, value stream, flow, pull, perfection) with organizational culture, mindset, Lean method, cultivate the 5 S, by involving all parties in the hospital to solve problems consistently and continuously.