

Analisis pelayanan obat non racik via telemedicine dengan metode lean six sigma pada farmasi klinik medical center perusahaan X tahun 2022 = Analysis of non-compounding drug services via telemedicine using lean six sigma method at the pharmacy clinic medical center company X in 2022

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Abstrak

Pelayanan resep obat non racik via telemedicine merupakan serangkaian proses penerimaan resep, entri resep, penyiapan resep dan pengiriman obat. Pelayanan ini mulai dikembangkan pada saat terjadi Pandemi COVID-19 sebagai upaya menyediakan layanan farmasi yang tetap terjangkau bagi masyarakat dengan tetap mencegah penyebaran virus COVID-19. Penelitian ini bertujuan untuk menemukan usulan perbaikan yang tepat dengan menggunakan metode Lean Six Sigma sebagai upaya peningkatan efektivitas dan efisiensi pelayanan obat non racik via telemedicine. Desain penelitian merupakan penelitian kualitatif dengan melakukan observasi, telaah dokumen dan wawancara mendalam. Hasil pengamatan menunjukkan bahawa rata-rata waktu pelayanan obat non racik via telemedicine selama 1 jam 37 menit 11 detik dengan kegiatan value add selama 32 menit 39 detik (33,6%) dan non value add selama 1 jam 4 menit 32 detik (66,4%). Waste yang ditemukan yaitu overprocessing, waiting, motion dan defect sehingga usulan perbaikan yang diberikan menggunakan standarisasi kerja, perbaikan diagram alur, 5S, dan Kaizen.

.....Non-compounding drug service via telemedicine is a series of processes for receiving prescriptions, entering prescriptions, preparing prescriptions and delivering drugs. This service was developed during the COVID-19 pandemic as an effort to provide affordable pharmaceutical services for the community while preventing the spread of the COVID-19 virus. This study aims to find the right improvement suggestion using the Lean Six Sigma method as an effort to increase the effectiveness and efficiency of non-compounding drug services via telemedicine. The research design is a quantitative and qualitative research by conducting observations, reviewing documents and in-depth interviews. The results showed that the average service time for non-compounding drugs services via telemedicine was 1 hour 37 minutes 11 seconds with value add activities of 32 minutes 39 seconds (33.6%) and non value add for 1 hour 4 minutes 32 seconds (66, 4%). The wastes found are overprocessing, waiting, motion and defects so the suggested improvements are given using work standardization, flow chart improvement, 5S, and Kaizen.