

# Analisis Reduksi Waktu Tunggu di Poli Penyakit Dalam Rumah Sakit Universitas Indonesia Depok dengan Metode Lean Six Sigma Tahun 2023 = Analysis of Reducing Waiting Time at the Internal Medicine Polyclinic at the University of Indonesia Hospital in Depok with the Lean Six Sigma Method in 2023

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## Abstrak

Setiap fasilitas kesehatan diwajibkan melakukan pengukuran dan evaluasi mutu sesuai dengan indikator secara rutin. Menurut PMK No. 129 tahun 2008, SPM waktu tunggu di unit rawat jalan yaitu 60 menit. RSUI merupakan RS-PTN kelas B yang berlokasi di Depok. Hasil capaian indikator waktu tunggu rawat jalan RSUI masih dibawah 80% dan berdasarkan studi pendahuluan data rekam medik, waktu tunggu di poli penyakit dalam yaitu 122 menit. Poli penyakit dalam termasuk kedalam Indikator minimal ketersediaan pelayanan di unit rawat jalan dan memiliki jumlah pasien yang besar di RSUI namun sering mendapat keluhan waktu tunggu. Penelitian dilakukan secara time motion di poli penyakit dalam dengan membagi jenis pembayaran yaitu BPJS Kesehatan, Asuransi, dan Umum. Pengambilan data melalui observasi, wawancara, telaah dokumen, dan CDMG. Kriteria inklusi pasien yaitu pasien accidental jam 07.00-14.00 yang sudah membuat perjanjian dan bersedia diikuti selama pelayanan. Analisis data menggunakan metode Lean Six Sigma dengan tahapan DMAI dan RCA Hasil penelitian yaitu perhitungan terbesar berada pada proses pelayanan registrasi pasien BPJS dengan VA 7,88% dan NVA 92,12%, serta pelayanan di ruang konsul dokter penyakit dalam dengan VA 14,20% dan NVA 85,80%. Rekomendasi yang dapat diberikan kepada rumah sakit dibagi menjadi jangka pendek dan jangka panjang.

.....Every health facility is required to carry out quality measurements and evaluations according to indicators on a regular basis. According to PMK No. 129 of 2008, the SPM waiting time in the outpatient unit is 60 minutes. RSUI is a class B PTN Hospital located in Depok. The achievement indicator for outpatient waiting time at RSUI is still below 80% and based on a preliminary study of medical record data, the waiting time at the internal medicine polyclinic is 122 minutes. Internal medicine poly is included in the minimum indicator of service availability in the outpatient unit and has many patients at RSUI but often gets complaints of waiting time. The research was carried out in time motion in the internal medicine polyclinic by dividing the types of payments, namely BPJS Health, Insurance and General. Data collection through observation, interviews, document review, and CDMG. The patient inclusion criteria were accidental patients at 07.00-14.00 who had made an appointment and were willing to be followed during the service. Data analysis used the Lean Six Sigma method with DMAI and RCA stages. The results of the study showed that the largest calculation was in the BPJS patient registration service process with VA 7.88% and NVA 92.12%, as well as services in the consulting room of internal medicine doctors with VA 14.20% and NVA 85.80%. Recommendations that can be given to hospitals are divided into short term and long term.