

Research Article

Time Waste at Specialist Clinic Service of Primasatya Husada Citra (PHC) Hospital Surabaya

Time Waste Pelayanan Klinik Spesialis Rumah Sakit Primasatya Husada Citra (RS PHC) Surabaya

Indra Mulyawan¹, Rony Kurniawan², Viera Wardhani³

¹Master Program in Hospital Management Faculty of Medicine Universitas Brawijaya Malang

²Primasatya Husada Hospital Citra Surabaya

³Department of Public Health Sciences Preventive Medicine Faculty of Medicine Universitas Brawijaya Malang

ABSTRACT

Waiting time in outpatient services is a factor that causes patient dissatisfaction and affects hospital image. The standard waiting time for outpatient services in hospitals, starting from the registration until the end of the doctor's examination, is 60 minutes. This study was conducted to identify time waste in the registration process of outpatient services. This descriptive study was done at the Specialist Clinic of Primasatya Husada Citra Hospital (PHC Hospital) Surabaya. The time waste identification on waiting time was carried out using the Value Stream Mapping (VSM) method using observation data at PHC Hospital, which were categorized as defect, overproduction, waiting, non-utilized talent, transportation, inventory, motion, and extra processing. Activities carried out were identified and grouped into categories, namely waiting, service, and transport document, and then reclassified into value added, non-value added, and necessary non-value added. The results show that the waiting time wastes were waiting after verification (± 60.2 minutes), filling out e-RM (± 139.6 minutes), and waiting for the doctor to come.

Keywords: *Outpatient, waiting time, waste*

ABSTRAK

Waktu tunggu dalam pelayanan rawat jalan merupakan salah satu komponen yang menyebabkan ketidakpuasan sehingga mempengaruhi citra rumah sakit. Standar waktu tunggu pelayanan pasien rawat jalan di rumah sakit, mulai dari awal pendaftaran sampai selesai pemeriksaan oleh dokter adalah ≤ 60 menit. Penelitian dilakukan untuk mengidentifikasi *time waste* dalam proses pendaftaran (pelayanan rawat jalan). Penelitian dilakukan secara deskriptif di Klinik Spesialis RS PHC Surabaya. Identifikasi *time waste* waktu tunggu dilakukan dengan metode VSM (*Value Stream Mapping*) dengan menggunakan data hasil observasi pada RS PHC yang dikategorikan *defect, overproduction, waiting, non-Utilized talent, transportation, inventory, motion, extra processing*. Identifikasi aktifitas dilakukan dan dikelompokkan menjadi beberapa kategori yaitu *waiting, service, transport document* kemudian digolongkan kembali menjadi *value added, non-value added* dan *necessary non-value added*. Hasil menunjukkan *waste waiting time* adalah menunggu setelah verifikasi ($\pm 60,2$ menit), pengisian e-RM ($\pm 139,6$ menit) dan menunggu dokter datang.

Kata Kunci: Rawat jalan, waktu tunggu, waste

Correspondence: Indra Mulyawan. Master Program in Hospital Management Faculty of Medicine Universitas Brawijaya Malang, Jl. Veteran Malang Tel. +628175232323 Email: indramulyawan@student.ub.ac.id

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