

Analisis konsep lean thinking pelayanan laboratorium pada pasien UGD RS Masmitra Bekasi

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Abstrak

Langkah awal memperbaiki mutu dan meningkatkan pelayanan laboratorium RS.Masmitra adalah melalui metode Lean yang bertujuan menciptakan value dengancara mengurangi kesalahan dan waktu tunggu.Penelitian analitik dengan metode kualitatif dengan cara observasi, wawancaradan telaah data bertujuan menganalisis alur proses pelayanan laboratorium pasienUGD RS. Masmitra dan membuat usulan rancangan perbaikan setelahmenerapkan konsep Lean ThinkingPada Current State Value Stream Map didapati 39% kegiatan non value-addedserta 7 jenis waste dalam proses pelayanan laboratorium pasien UGD sertamelalui penerapan Lean Tools diciptakan ide-ide perbaikan dalam bentuk FutureState Value Stream Map dimana hanya terdapat 9% kegiatan non value-addedpada proses tersebut. Oleh karena itu, penerapan konsep lean thinking sangatlahtepat untuk meningkatkan kualitas pelayanan laboratorium RS.Masmitra.Kata kunci : kualitas pelayanan laboratorium, konsep lean thinking<hr /> Initial steps to improve the quality and enhance the hospital laboratory service atMasmitra Hospital is through Lean methods which aimed then to create value byreducing errors and waiting time.Analytical Study with qualitative methods by taking observation, interviews anddocuments analysis which aims to analyze the process flow of the ED patientlaboratory service at Masmitra Hospital and creating the improvement afterapplying the concept of Lean ThinkingOn the Current State Value Stream Map found 39 % of non value-added activitiesas well as 7 different types of waste in the process of ER patients and laboratoryservices through the application of Lean Tools which has created improvementideas in the form of Future State Value Stream Map where there are only 9 % ofnon value- added activities to the process. Therefore , the application of theconcept of lean thinking is appropriate to improve the quality of laboratoryservices at Masmitra Hospital.Keywords: quality of laboratory services, the concept of lean thinking