

Analisis Proses Pemulangan Pasien Rawat Inap Rumah Sakit Restu Kasih Dengan Pendekatan Metode Lean Tahun 2024

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Abstrak

<div style="text-align: justify;">Proses pemulangan pasien rawat inap adalah pelayanan rumah sakit untuk yang melibatkan DPJP, keperawatan, farmasi, administrasi dan pasien. Proses ini berimplikasi pada kepuasan pasien, penumpukan pasien IGD hingga efisiensi pelayanan. Metode lean merupakan metode yang dapat meningkatkan kualitas dan efisiensi pelayanan proses ini. Penelitian riset operasional dengan metode lean ini bertujuan untuk menganalisa proses pemulangan pasien rawat inap di RS Restu Kasih. Hasil penelitian: lead time pasien jaminan BPJS yaitu 5 jam 30 menit, jaminan asuransi 5 jam 10 menit dan non-jaminan 4 jam 1 menit. Persentase kegiatan NVA DPJP: 11% jaminan asuransi, 25% jaminan BPJS; keperawatan: 52% non-jaminan, 64% jaminan asuransi, 53% jaminan BPJS; farmasi: 16% non-jaminan, 22% jaminan asuransi, 23% jaminan BPJS; administrasi: 11% non-jaminan, 57% jaminan asuransi, 14% jaminan BPJS; pasien: 51% non-jaminan, 75% jaminan asuransi, 85% jaminan BPJS. Waste pada pasien non-jaminan yaitu 89% motion, 11% waiting; jaminan asuransi yaitu 42% waiting, 32% motion, 16% defects, 11% inventory; jaminan BPJS yaitu 50% motion, 43% waiting, 7% inventory. Implementasi visual management dan berkoordinasi dengan unit terkait penugasan pada pasien jaminan BPJS menghasilkan penurunan lead time 45% menjadi 3 jam 3 menit dan penurunan kegiatan NVA sebesar 48% dari 2 jam 5 menit menjadi 1 jam 5 menit.</div><hr /><div style="text-align:

justify;">Process of discharging inpatients is hospital service that involves doctors, nurses, pharmacy, administration and patient. This process have implications for patient satisfaction, stagnancy of ER patients and efficiency of services. Lean method could improve quality and efficiency of this process. This operational research study using a lean method approach aims to analyze the discharge process of inpatients at Restu Kasih Hospital. The results show, lead time for BPJS coverage is 5 hours 30 minutes, insurance coverage 5 hours 10 minutes and non-insurance 4 hours 1 minute. The percentage of non-value added activities of doctors: 11% insurance coverage, 25% BPJS coverage; nurses: 52% non-insurance, 64% insurance coverage, 53% BPJS coverage; pharmacy: 16% non-insurance, 22% insurance coverage, 23% BPJS coverage; administration: 11% non-insurance, 57% insurance coverage, 14% BPJS coverage; patient: 51% non-insurance, 75% insurance coverage, 85% BPJS coverage. Waste for non-insurance: 89% motion, 11% waiting; insurance coverage: 42% waiting, 32% motion, 16% defects, 11% inventory; BPJS coverage: 50% motion, 43% waiting, 7% inventory. Visual management and coordinating with each unit implementation for BPJS coverage resulting on reducing lead time by 45% to 3 hours 3 minutes and reducing non-value added activity by 48% from 2 hours 5 minutes to 1 hour 5 minutes</div>