

# Lean Six Sigma sebagai Rekomendasi Perbaikan Waktu Tunggu Medical Check Up di Klinik X Sudirman Tahun 2024

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Deskripsi Lengkap: <https://lib.fkm.ui.ac.id/detail.jsp?id=138250&lokasi=lokal>

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## Abstrak

<div style="text-align: justify;">Latar belakang: Medical Check Up rutin sangat penting untuk deteksi dini masalah kesehatan akibat kerja, sejalan dengan regulasi K3 yang mewajibkan medical check up. Waktu tunggu yang lama dalam layanan medical check up dapat mengurangi efisiensi dan kepuasan pasien. Deteksi dini membantu mencegah risiko kesehatan serius, namun efisiensi waktu tunggu perlu diperbaiki untuk menjaga kualitas layanan. Pengelolaan waktu tunggu menjadi kunci menciptakan lingkungan kerja yang aman dan pelayanan yang optimal. Tujuan penelitian: penelitian ini bertujuan untuk mendapatkan hasil analisis waktu tunggu pada Medical Check Up menggunakan metode Lean Six Sigma di Klinik X Sudirman tahun 2024. Metodologi penelitian: penelitian ini menggunakan observasi dengan teknik time motion study, wawancara mendalam, dan telaah dokumen dengan pendekatan kuantitatif dan kualitatif. Sampel penelitian diambil menggunakan metode purposive sampling dengan jumlah 30 responden. Hasil penelitian: hasil penelitian ini menunjukkan non value added terbanyak pada tahapan treadmill selama 41 menit 44 detik (71%) pada jenis waste waiting dan transportation. Kedua pada tahapan EKG dengan non value added selama 34 menit 13 detik (70%) dengan jenis waste waiting.&nbsp; Ketiga pada tahapan urine selama 7 menit 53 detik (68%) dengan jenis waste waiting dan transportation dari keseluruhan kegiatan value-added sebesar 2 jam 10 menit 20 detik atau 56% dan kegiatan non value-added sebesar 2 jam 1 menit 20 detik atau 44%.</div><hr /><div style="text-align: justify;">**Background:** Routine medical check-ups are essential for the early detection of health issues caused by work-related factors, in alignment with occupational health and safety (OHS) regulations that mandate medical check-ups. Long waiting times during medical check-up services can reduce efficiency and patient satisfaction. Early detection helps prevent serious health risks; however, waiting time efficiency needs improvement to maintain service quality. Managing waiting times is crucial to creating a safe working environment and delivering optimal services.&nbsp; **Research Objective:** This study aims to analyze waiting times during medical check-ups using the Lean Six Sigma method at Clinic X Sudirman in 2024.&nbsp; **Research Methodology:** The study uses observation with time-motion study techniques, in-depth interviews, and document review, adopting both quantitative and qualitative approaches. The research sample was selected using purposive sampling, consisting of 30 respondents.&nbsp; **Research Results:** The study found the highest non-value-added activity occurred in the treadmill phase, lasting 41 minutes and 44 seconds (71%) due to waiting and transportation waste. The second-highest was in the EKG phase, with 34 minutes and 13 seconds (70%) of non-value-added activities due to waiting waste. The third was in the urine phase, with 7 minutes and 53 seconds (68%) of non-value-added activities due to waiting and transportation waste. Overall, value-added activities accounted for 2 hours, 10 minutes, and 20 seconds (56%), while non-value-added activities totaled 2 hours, 1 minute, and 20 seconds (44%).</div>