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Lean Hospital to Reduce Waste Using Waste Relationship Matrix(Conference Paper)

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Abstract

This research was conducted at one of Indonesia's hospitals, especially in the outpatient service section. One outpatient services stage is a waste of waiting time on the part of the patient who queues for a long time at the BPJS registration for 1 hour with one person at the service counter. The model developed serves as a proposal for improving the BPJS service system by improving its waiting time waste. The current value stream mapping model is the initial model and the future value stream mapping is a model for the proposed improvement. The tools used are the waste relationship matrix to determine the most influential waste by looking at the value of the process cycle efficiency as a standard reference for lean which is around 30%. This research hopes that it will reference government proposals to other hospitals by improving the hospital service quality. © 2021 IEEE.

SciVal Topic Prominence

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Author keywords

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