

ABSTRAK

Latar belakang: Adanya pelayanan baru yang muncul selama pandemic COVID-19 di Rumah Sakit PELNI yaitu pelayanan *drive thru* dan *walkthru*. Pelayanan ini merupakan respon terhadap kebutuhan masyarakat akan pelayanan skrining yang aman dan nyaman. Namun pelayanan *drive thru* tersebut belum memiliki standar sehingga harus dilakukan evaluasi terhadap pelayanannya baik dari segi keamanan dan nyamanan pasien juga petugas yang berdinasi dipelayanan *drive thru*

Tujuan: Memberikan deskripsi pelayanan *drive thru* berbasis *Lean Management* di Rumah Sakit PELNI dan identifikasi waste di pelayanan *drive thru* yang dapat dieliminasi.

Metode : design penelitian ini adalah penelitian kualitatif dengan metode deskriptif melalui pengamatan/observasi dan kuesioner kepada pelanggan *drive thru* Rumah Sakit PELNI dan petugas *drive thru* Rumah Sakit PELNI

Hasil: pelayanan *drive thru* Rumah sakit PELNI memiliki waktu layanan tercepat yaitu < 15 menit dan terlama yaitu > 60 menit. Waktu layanan *drive thru* masih didominasi dengan waktu < 15 menit. Dengan waktu layanan yang < 15 menit didapatkan adanya kepuasan pelanggan dengan kriteria cukup puas sebesar 59%.

Kesimpulan:

1. Terdapat waktu layanan di *drive thru* Rumah Sakit PELNI yaitu < 15 menit
2. Kepuasan pelanggan *drive thru* Rumah Sakit PELNI yaitu didominasi dengan layanan yang cukup puas
3. Adapun waste berupa pengulangan proses atau *overproduction* tidak ditemukan keluhan. Meskipun keluhan terhadap fasilitas masih ditemukan yaitu lokasi layanan *drive thru* yang panas

Kata Kunci : *drive thru*, rumah sakit PELNI

ABSTRACT

Background : There are new services that emerged during the COVID-19 pandemic at PELNI Hospital, namely drive thru and walkthru services. This service is a response to the community's need for safe and convenient screening services. However, the drive thru service does not yet have a standard so that an evaluation of the service must be carried out both in terms of safety and comfort for the patient as well as the officers who serve in the drive thru service

Objective: Provide a description of Lean Management-based drive thru services at PELNI Hospital and identify waste in drive thru services that can be eliminated

Method : The design of this study is a qualitative research with descriptive methods through observations and questionnaires to drive thru customers at PELNI Hospital and drive thru officers at PELNI Hospital

Result : PELNI Hospital drive thru service has the fastest service time, which is < 15 minutes and the longest, which is > 60 minutes. Drive thru service time is still dominated by less than 15 minutes. With a service time of < 15 minutes, it was found that there was customer satisfaction with the criteria of being quite satisfied by 59%.

Conclusion :

1. There is a service time at the PELNI Hospital drive thru, which is < 15 minutes
2. PELNI Hospital's drive thru customer satisfaction is dominated by quite satisfied service
3. As for the waste in the form of process repetition or overproduction, no complaints were found. Although complaints about facilities are still found, namely the hot drive thru service location

Key Word : drive thru, COVID-19 pandemic, PELNI hospital