

## ABSTRAK

**Latar belakang:** RSU PKU Muhammadiyah Delanggu merupakan rumah sakit tipe C, dimana seluruh perawat belum pernah mendapatkan penilaian tentang kemampuan pemahaman *lean management* melalui pelatihan. Kondisi ini mengakibatkan insiden keselamatan pasien, karena teknik pelaksanaan *handover* yang belum efektif, pengetahuan yang rendah terkait *lean management* serta komunikasi yang tidak efektif.

**Tujuan:** Menganalisis pengaruh pelatihan *lean management* terhadap peningkatan pengetahuan *lean management* dan persepsi pelaksanaan *handover* keperawatan di RSU PKU Muhammadiyah Delanggu

**Metode:** Penelitian kuantitatif, menggunakan desain penelitian *Quasi Eksperiment*, dengan pendekatan *one group pretest-posttest design*. Pelatihan *lean management* dilaksanakan selama 2 hari, hari pertama dipresentasikan landasan teori *lean management* dan hari kedua dilakukan praktek penerapan *lean management* khususnya dalam *handover* keperawatan. Sampel diambil 45 perawat RSU PKU Muhammadiyah Delanggu terdiri dari 19 perawat kepala ruang dan kepala shift serta 26 perawat pelaksana diambil secara *Stratified Random Sampling*. Pengambilan data dilakukan sebelum (pretest), sesudah 1 hari pelatihan (*posttest 1*) dan dua minggu sesudah pelatihan dilakukan (*posttest 2*). Teknik analisis data menggunakan *Wilcoxon signed rank test* dan analisis *regresi linier* berganda.

**Hasil dan Pembahasan:** Pengetahuan *lean management* sebelum dilakukan pelatihan *lean management* berpengetahuan rendah (53,3%), *posttest 1* mayoritas meningkat menjadi pengetahuan tinggi (66,7%) begitupun pada *posttest 2* mayoritas berpengetahuan tinggi (40%). Persepsi *handover* pretest mayoritas tidak efektif (66,7%), sesudah 1 hari (*posttest 1*) meningkat menjadi mayoritas efektif (86,7%) begitu juga pada *posttest 2* juga tetap efektif sebesar 86,7%. Analisis uji beda menunjukkan bahwa pemberian pelatihan *lean management* terbukti berpengaruh signifikan terhadap pengetahuan *lean management* dan persepsi pelaksanaan *handover* keperawatan ( $p\text{ value} < 0,05$ ). Berdasarkan karakteristik perawat hanya pengetahuan *lean management* yang terbukti berpengaruh signifikan sesudah diberikan pelatihan *lean management* sedangkan persepsi pelaksanaan *handover* keperawatan tidak berpengaruh dilihat dari karakteristik perawat.

**Kesimpulan:** Ada pengaruh pelatihan *lean management* terhadap pengetahuan *lean management* dan persepsi pelaksanaan *handover* keperawatan.

**Kata kunci:** pelatihan *lean management*, pengetahuan *lean management*, persepsi pelaksanaan *handover* keperawatan

## ABSTRACT

**Background:** PKU Muhammadiyah Delanggu General Hospital, a type C facility, faced patient safety incidents due to ineffective handover techniques, inadequate knowledge of lean management, and communication issues among nurses, who had not undergone prior lean management assessment through training.

**Objective:** This study aimed to analyze the impact of lean management training on enhancing knowledge of lean management and improving the perception of nursing handover execution at PKU Muhammadiyah Delanggu General Hospital.

**Method:** A quantitative approach was employed using a Quasi-Experimental research design with a one-group pretest-posttest design. The two-day training covered lean management's theoretical foundations on day one and practical application, particularly in nursing handovers, on day two. The sample included 45 nurses selected via Stratified Random Sampling. Data was collected pre-training (pretest), after one day (posttest 1), and two weeks post-training (posttest 2). Data analysis utilized the Wilcoxon signed-rank test and multiple linear regression.

**Results and Discussion:** Pre-training, lean management knowledge was low (53.3%), increased to a majority exhibiting high knowledge posttest 1 (66.7%), and further increased to 40% in posttest 2. Effective handovers, initially at 66.7%, significantly improved to 86.7% in both posttests. Analysis revealed significant effects of lean management training on both lean management knowledge and nursing handover perception ( $p$  value  $< 0.05$ ). Lean management knowledge showed a significant effect after training, while nurses' characteristics had no impact on the perception of nursing handover implementation.

**Conclusion:** The study demonstrated that lean management training positively influenced nurses' knowledge of lean management and their perception of nursing handovers implementation at PKU Muhammadiyah Delanggu General Hospital

**Keyword:** lean management training, knowledge of lean management, the perception of nursing handovers implementation