



DAFTAR PUSTAKA

- Abdurachman, E., Eni, Y., Furinto, A., Warganegara, D., Gautama So, I., 2019. Hospital Efficiency in Indonesia with Frontier Analysis. *KSS*. <https://doi.org/10.18502/kss.v3i22.5049>
- Adisaputro, K., Meliala, A., 2021. Kesiapan dan Penerimaan Karyawan terhadap Penerapan Lean Management di Rumah Sakit Bethesda. *Jurnal Manajemen Kesehatan Indonesia* 9, 113–120. <https://doi.org/10.14710/jmki.9.2.2021.113-120>
- Al Hroub, A., Obaid, A., Yaseen, R., El-Aqoul, A., Zghool, N., Abu-Khudair, H., Al Kakani, D., Alloubani, A., 2019. Improving the Workflow Efficiency of an Outpatient Pain Clinic at a Specialized Oncology Center by Implementing Lean Principles. *Asia-Pacific Journal of Oncology Nursing* 6, 381–388. https://doi.org/10.4103/apjon.apjon_21_19
- Al-Balushi, S., Sohal, A.S., Singh, P.J., Al Hajri, A., Al Farsi, Y.M., Al Abri, R., 2014. Readiness factors for lean implementation in healthcare settings – a literature review. *J of Health Org and Mgt* 28, 135–153. <https://doi.org/10.1108/JHOM-04-2013-0083>
- Al-Hyari, K., Abu Hammour, S., Abu Zaid, M.K.S., Haffar, M., 2016. The impact of Lean bundles on hospital performance: does size matter? *IJHCQA* 29, 877–894. <https://doi.org/10.1108/IJHCQA-07-2015-0083>
- Alnajem, M., Garza-Reyes, J.A., Antony, J., 2019. Lean readiness within emergency departments: a conceptual framework. *BIJ* 26, 1874–1904. <https://doi.org/10.1108/BIJ-10-2018-0337>
- Alshahrani, S., Rahman, S., Chan, C., 2018. Hospital-supplier integration and hospital performance: evidence from Saudi Arabia. *IJLM* 29, 22–45. <https://doi.org/10.1108/IJLM-12-2016-0287>
- Andersen, H., Røvik, K.A., Ingebrigtsen, T., 2014. Lean thinking in hospitals: is there a cure for the absence of evidence? A systematic review of reviews. *BMJ Open* 4, e003873. <https://doi.org/10.1136/bmjopen-2013-003873>
- Asteria, H.R., 2018. Identifikasi Waste di Instalasi Rawat Jalan Rumah Sakit Daerah Bagas Waras Klaten.
- Ayaad, O., Al-Dewiri, R., Kasht, L., Qaddumi, B., Ayyad, M., 2022. Adopting Lean Management in Quality of Services, Cost Containment, and Time Management. *Asian Pac J Cancer Prev* 23, 2835–2842. <https://doi.org/10.31557/APJCP.2022.23.8.2835>



Barros, O., Weber, R., Revecó, C., 2021. Demand analysis and capacity management for hospital emergencies using advanced forecasting models and stochastic simulation. *Operations Research Perspectives* 8, 100208. <https://doi.org/10.1016/j.orp.2021.100208>

Bektas, G., Kiper, F., 2021. Applications of lean in human resources management in healthcare. *J Pak Med Assoc.* <https://doi.org/10.47391/JPMA.1603>

Belhadi, A., Touriki, F.E., El fezazi, S., 2016. A framework for effective implementation of lean production in Small and Medium-sized Enterprises. *JIEM* 9, 786. <https://doi.org/10.3926/jiem.1907>

Bialas, C., Revanoglou, A., Manthou, V., 2020. Improving hospital pharmacy inventory management using data segmentation. *American Journal of Health-System Pharmacy* 77, 371–377. <https://doi.org/10.1093/ajhp/zxz264>

Bortolotti, T., Boscari, S., Danese, P., 2015. Successful lean implementation: Organizational culture and soft lean practices. *International Journal of Production Economics* 160, 182–201. <https://doi.org/10.1016/j.ijpe.2014.10.013>

Costa, L.B.M., Filho, M.G., Rentes, A.F., Bertani, T.M., Mardegan, R., 2017. Lean healthcare in developing countries: evidence from Brazilian hospitals: Lean Healthcare in Developing Countries. *Int J Health Plann Mgmt* 32, e99–e120. <https://doi.org/10.1002/hpm.2331>

de Barros, L.B., Bassi, L. de C., Caldas, L.P., Sarantopoulos, A., Zeferino, E.B.B., Minatogawa, V., Gasparino, R.C., 2021. Lean Healthcare Tools for Processes Evaluation: An Integrative Review. *IJERPH* 18, 7389. <https://doi.org/10.3390/ijerph18147389>

Fiorio, C.V., Gorli, M., Verzillo, S., 2018. Evaluating organizational change in health care: the patient-centered hospital model. *BMC Health Serv Res* 18, 95. <https://doi.org/10.1186/s12913-018-2877-4>

Gao, T., Zhang, X., Gurd, B., Liu, Z., 2020. From self-management to a systemized process: the implementation of lean management in a Chinese hospital's pharmacy intravenous admixture services center. *LHS* 33, 325–337. <https://doi.org/10.1108/LHS-12-2019-0085>

Ghosh, M., Sobek II, D.K., 2015. A problem-solving routine for improving hospital operations. *Journal of Health Organization and Management* 29, 252–270. <https://doi.org/10.1108/JHOM-09-2013-0191>

Hammoudeh, S., Amireh, A., Jaddoua, S., Nazer, L., Jazairy, E., Al-Dewiri, R., 2021. The Impact of Lean Management Implementation on Waiting Time and Satisfaction of Patients and Staff at an Outpatient Pharmacy of a Comprehensive



Cancer Center in Jordan. *Hosp Pharm* 56, 737–744. <https://doi.org/10.1177/0018578720954147>

Holweg, M., 2007. The genealogy of lean production. *J of Ops Management* 25, 420–437. <https://doi.org/10.1016/j.jom.2006.04.001>

Horenberg, F., Lungu, D.A., Nuti, S., 2020. Measuring research in the big data era: The evolution of performance measurement systems in the Italian teaching hospitals. *Health Policy* 124, 1387–1394. <https://doi.org/10.1016/j.healthpol.2020.10.002>

Hurst, J., Williams, S., 2012. Can NHS hospitals do more with less?

Irwandy, I., Sjaaf, A.C., 2018. Dampak Kebijakan Jaminan Kesehatan Nasional terhadap Efisiensi Rumah Sakit: Studi Kasus di Provinsi Sulawesi Selatan. *MKMI* 14, 360. <https://doi.org/10.30597/mkmi.v14i4.5144>

Joosten, T., Bongers, I., Janssen, R., 2009. Application of lean thinking to health care: issues and observations. *International Journal for Quality in Health Care* 21, 341–347. <https://doi.org/10.1093/intqhc/mzp036>

Kirkpatrick, I., Sturdy, A.J., Alvarado, N.R., Blanco-Oliver, A., Veronesi, G., 2019. The impact of management consultants on public service efficiency. *Policy & Politics* 47, 77–95. <https://doi.org/10.1332/030557318X15167881150799>

Lee, Justin, Hung, Dorothy Y., Reponen, Elina, Rundall, Thomas, Tierney, Aaron A., Fournier, Pierre-Luc, Shortell, Stephen M., 2023. Associations Between Lean IT Management and Financial Performance in US Hospitals. *Quality Management in Health Care*. <https://doi.org/10.1097/QMH.0000000000000440>

Lu, L., Ko, Y.-M., Chen, H.-Y., Chueh, J.-W., Chen, P.-Y., Cooper, C.L., 2022. Patient Safety and Staff Well-Being: Organizational Culture as a Resource. *IJERPH* 19, 3722. <https://doi.org/10.3390/ijerph19063722>

Majid, U., Steele Gray, C., Saragosa, M., Kontos, P., Kuluski, K., 2023. Understanding the connection between hospital goals and patient and family engagement: A scoping review. *PLoS ONE* 18, e0293013. <https://doi.org/10.1371/journal.pone.0293013>

McKean, E.L., Snyderman, C.H., 2019. Leadership Driving Safety and Quality. *Otolaryngologic Clinics of North America* 52, 11–22. <https://doi.org/10.1016/j.otc.2018.08.002>

Mirzoev, T., Kane, S., 2018. Key strategies to improve systems for managing patient complaints within health facilities – what can we learn from the existing literature? *Global Health Action* 11, 1458938. <https://doi.org/10.1080/16549716.2018.1458938>



Mohamadali, NAKS, Garibaldi, JM, 2012. UNDERSTANDING AND ADDRESSING THE 'FIT' BETWEEN USER, TECHNOLOGY AND ORGANIZATION IN EVALUATING USER ACCEPTANCE OF HEALTHCARE TECHNOLOGY:, in: Proceedings of the International Conference on Health Informatics. Presented at the International Conference on Health Informatics, SciTePress - Science and and Technology Publications, Vilamoura, Algarve, Portugal, pp. 119–124. <https://doi.org/10.5220/0003696901190124>

Monday, L.M., 2022. Define, Measure, Analyze, Improve, Control (DMAIC) Methodology as a Roadmap in Quality Improvement. *Global Journal on Quality and Safety in Healthcare* 5, 44–46. <https://doi.org/10.36401/JQSH-22-X2>

Morley, L., Cashell, A., 2017. Collaboration in Health Care. *Journal of Medical Imaging and Radiation Sciences* 48, 207–216. <https://doi.org/10.1016/j.jmir.2017.02.071>

Munaa, N., Ummah, F., 2022. Lean Healthcare Readiness Evaluation among Staff in Private Hospital. *BIO Web Conf.* 54, 00015. <https://doi.org/10.1051/bioconf/20225400015>

Narayanamurthy, G., Gurumurthy, A., 2016. Leanness assessment: a literature review. *IJOPM* 36, 1115–1160. <https://doi.org/10.1108/IJOPM-01-2015-0003>

Narayanamurthy, G., Gurumurthy, A., Subramanian, N., Moser, R., 2018. Assessing the readiness to implement lean in healthcare institutions – A case study. *International Journal of Production Economics* 197, 123–142. <https://doi.org/10.1016/j.ijpe.2017.12.028>

Omogbai, O., Salonitis, K., 2017. The Implementation of 5S Lean Tool Using System Dynamics Approach. *Procedia CIRP* 60, 380–385. <https://doi.org/10.1016/j.procir.2017.01.057>

Radnor, Z., 2011. Implementing Lean in Health Care: Making the link between the approach, readiness and sustainability.

Ramaswamy, R., Rothschild, C., Alabi, F., Wachira, E., Muigai, F., Pearson, N., 2017. Using Value Stream Mapping to improve quality of care in low-resource facility settings. *International Journal for Quality in Health Care* 29, 961–965. <https://doi.org/10.1093/intqhc/mzx142>

Rees, G.H., 2014. Organisational readiness and Lean Thinking implementation: Findings from three emergency department case studies in New Zealand. *Health Serv Manage Res* 27, 1–9. <https://doi.org/10.1177/0951484814532624>

Rumbold, B.E., Smith, J.A., Hurst, J., Charlesworth, A., Clarke, A., 2015. Improving productive efficiency in hospitals: findings from a review of the



international evidence. *HEPL* 10, 21–43. <https://doi.org/10.1017/S174413311400022X>

Silver, S.A., McQuillan, R., Harel, Z., Weizman, A.V., Thomas, A., Nesrallah, G., Bell, C.M., Chan, C.T., Chertow, G.M., 2016. How to Sustain Change and Support Continuous Quality Improvement. *CJASN* 11, 916–924. <https://doi.org/10.2215/CJN.11501015>

Sohal, A., de Vass, T., Singh, P., Al Balushi, S., Al Hajri, A.S., Al Farsi, Y., Al Arbi, R., 2021. Assessing readiness for lean thinking in healthcare settings: the case for Oman. *IMDS* 121, 2338–2361. <https://doi.org/10.1108/IMDS-02-2021-0120>

Steed, A., 2012. An Exploration of the Leadership Attributes and Methods Associated With Successful Lean System Deployments in Acute Care Hospitals. *Quality Management in Health Care* 21, 48–58. <https://doi.org/10.1097/QMH.0b013e318241825c>

Teich, S.T., Faddoul, F.F., 2013. Lean Management – the Journey from Toyota to Healthcare. *RMMJ* 4, e0007. <https://doi.org/10.5041/RMMJ.10107>

Vaishnavi, V., Suresh, M., 2020. Modelling of readiness factors for the implementation of Lean Six Sigma in healthcare organizations. *IJLSS* 11, 597–633. <https://doi.org/10.1108/IJLSS-12-2017-0146>

Van Wilder, A., Brouwers, J., Cox, B., Bruyneel, L., De Ridder, D., Claessens, F., Eeckloo, K., Vanhaecht, K., 2021. A decade of commitment to hospital quality of care: overview of and perceptions on multicomponent quality improvement policies involving accreditation, public reporting, inspection and pay-for-performance. *BMC Health Serv Res* 21, 990. <https://doi.org/10.1186/s12913-021-07007-w>

Von Treuer, K., Karantzas, G., McCabe, M., Mellor, D., Konis, A., Davison, T.E., O'Connor, D., 2018. Organizational factors associated with readiness for change in residential aged care settings. *BMC Health Serv Res* 18, 77. <https://doi.org/10.1186/s12913-018-2832-4>

Weaver, S.J., Lubomksi, L.H., Wilson, R.F., Pfoh, E.R., Martinez, K.A., Dy, S.M., 2013. Promoting a Culture of Safety as a Patient Safety Strategy: A Systematic Review. *Ann Intern Med* 158, 369. <https://doi.org/10.7326/0003-4819-158-5-201303051-00002>

Yin, Robert K., 2012. *Studi Kasus Desain dan Metode*, 1st–11th ed. Rajawali Pers, Jakarta.

Yousefli, Z., Nasiri, F., Moselhi, O., 2017. Healthcare facilities maintenance management: a literature review. *JFM* 15, 352–375. <https://doi.org/10.1108/JFM-10-2016-0040>



Zdęba-Mozoła, A., Rybarczyk-Szwajkowska, A., Czapla, T., Marczak, M., Kozłowski, R., 2022. Implementation of Lean Management in a Multi-Specialist Hospital in Poland and the Analysis of Waste. IJERPH 19, 800. <https://doi.org/10.3390/ijerph19020800>