



## DAFTAR PUSTAKA

- Al-Balushi S, Sohal AS, Singh PJ, Al Hajri A, Al Farsi YM, Al Abri R. Readiness factors for lean implementation in healthcare settings – a literature review”. *Journal of Health Organization and Management*. 2014;28(2):135-53.
- Arthur J. Lean six sigma for hispitals. 2nd ed. McGrawHill Education; 2016
- Ayanian JZ, Markel H. Donabedian’s lasting framework for health care quality. *N Engl J Med*. 2016; 375(3): 205-207
- Badan Penelitian dan Pengembangan Kesehatan Kementrian Kesehatan RI. 2013. Riset Kesehatan Dasar 2013.
- Ben-Tovim, D.I., Bassham, J.E., Bolch, D., Martin, M.A., Dougherty, M. and Szwarcbord, M. (2007), “Lean thinking across a hospital: redesigning care at the flinders medical centre”, *Australian Health Review*, Vol. 31 No. 1, pp. 10-15.
- Bushell, S., & Shelest, B. (2002). Discovering lean thinking at progressive healthcare. *The Journal for Quality and Participation*, 25(2), 20.
- Chand, D. V. (2011). Observational study using the tools of lean six sigma to improve the efficiency of the resident rounding process. *Journal of graduate medical education*, 3(2), 144-150.
- de Souza, L.B. and Pidd, M. (2011), “Exploring the barriers to lean health care implementation”, *Public Money & Management*, Vol. 31 No. 1, pp. 59-66.
- Díaz, A., Pons, J., & Solís, L. (2012). Improving healthcare services: Lean lessons from Aravind. *International Journal of Business Excellence*, 5(4), 413-428.
- Donabedian A. Evaluating the quality of medical care. *Milbank Mem Fund Q* 1966; 44:Suppl:166-206.
- Eljiz K, Hayes K, Dadich A, Fitzgerald J, Sloan T, Kobilski S. Can that work for us? Analysing Organisational, Group and Individual Factors for Successful Health Services Innovation. *Asia Pacific Journal of Health Management* 2011; 6(2):29-38.
- Ellingson K, Muder RR, Jain R, Kleinbaum D, Feng PJ, Cunningham C, Squier C, Lloyd J, Edwards J, Gebski V, Jernigan J. Sustained reduction in the clinical in- cidence of methicillin-resistant Staphylococcus aureus colonization or infec- tion associated with a multifaceted infection control intervention. *Infect Control Hosp Epidemiol*. 2011;32:1–8.
- Fillingham, D. (2007), “Can lean save lives?”, *Leadership in Health Services*, Vol. 20 No. 4, pp. 231-241
- Graban M. Lean Hospitals. 2009. CRC Press.
- Garcia, M. (2014). Using Lean Management Principles to improve Patient satisfaction and reduce wait times at UnM Gi/endoscopy. *UNM CIR Journal of Quality Improvement in Healthcare*, 2.



- Harrison, J. S., & Wicks, A. C. (2013). Stakeholder theory, value, and firm performance. *Business ethics quarterly*, 23(01), 97-124.
- Hejna WJ. Five critical strategies for achieving operational efficiency. *Journal of Healthcare Management*. 2004; 49:5
- Heron M. Death: Leading causes for 2014. *National vital statistics reports*. 2016; 65(5): 1 – 95
- Jha AK, Joynt KE, Orav EJ, Epstein AM. The Long-term effect of premier pay for performance on patient outcomes. *New Engl J Med*. 2012;366:1606–15.
- Jimmerson, C., Weber, D., & Sobek, D. K. (2005). Reducing waste and errors: piloting lean principles at Intermountain Healthcare. *The Joint Commission Journal on Quality and Patient Safety*, 31(5), 249-257.
- Joosten, T., Bongers, I. and Janssen, R. (2009), “Application of lean thinking to health care: issues and observations”, *International Journal for Quality in Health Care*, Vol. 21 No. 5, pp. 341-347.
- Kementrian Kesehatan Republik Indonesia. Buku pegangan sosialisasi Jaminan Kesehatan Nasional (JKN) dalam Sistem Jaminan Sosial Nasional. 2011
- Khanchanapong, T., Prajogo, D., Sohal, A. S., Cooper, B. K., Yeung, A. C., & Cheng, T. C. E. (2014). The unique and complementary effects of manufacturing technologies and lean practices on manufacturing operational performance. *International Journal of Production Economics*, 153, 191-203.
- Kumar. Technology and healthcare cost. *Ann Pediatr Cardiol*. 2011; 4(1): 84-86
- Leleu H, Al-Amin M, Rosko M, Valdamis VG. A robust analysis of hospital efficiency and factors affecting variability. *Health Services Management Research*. 2017; 0(0) 1–10
- McCulloch P, Kreckler S, New S, Sheena Y, Handa A, Cathpole K. Effect of a ‘Lean’ intervention to improve safety processes and outcomes on a surgical emergency unit. *BMJ (Online)*. 2010;341:1043–6.
- Mahendradhata Y, Trisnantoro L, Listyadewi S, et al. The Republic of Indonesia Health System Review. *Health System in Transition*. 2017. 7 (1)
- Moraros, Lemstra, Nwankwo. Lean interventions in healthcare: do they actually work? A systematic literature review. *Int J Qual Health Care*. 2016 Apr; 28(2): 150–165.
- Muder RR, Cunningham C, McCray E, Squier C, Perreiah P, Jain R, Sinkowitz-Cochran RL, Jemigan JA. Implementation of an industrial systems-engineering approach to reduce the incidence of methicillin-resistant *Staphylococcus aureus* infection. *Infect Control Hosp Epidemiol*. 2008;29:702–8.
- Naik T, Duroseau Y, Zehtabchi S, Rinnert S, Payne R, McKenzie M, Legome E. A structured approach to transforming a large Public Hospital Emergency Department via Lean methodologies. *J Healthcare Qual: Promoting Excellence Healthcare*. 2012;34:86–97.



- Narayanamurthy, G., Gurumurthy, A., Subramanian, N., Moser, R., Assessing the readiness to implement lean in healthcare institutions – A case study, *International Journal of Production Economics* (2018), doi: 10.1016/j.ijpe.2017.12.028.
- Noori B. The critical success factors for successful lean implementation in hospital. *Int. J Productivity and Quality Management*. 2015; 15(1): 108-126
- Papadopoulos, T., Radnor, Z. and Merali, Y. “The role of actor associations in understanding the implementation of lean thinking in healthcare”. *International Journal of Operations & Production Management*. 2011; Vol. 31 No. 2, pp. 167-191.
- Pham, H. H., Ginsburg, P. B., McKenzie, K., & Milstein, A. (2007). Redesigning care delivery in response to a high-performance network: the Virginia Mason Medical Center. *Health Affairs*, 26(4), w532-w544.
- Qi, Y., Huo, B., Wang, Z., & Yeung, H. Y. J. (2017). The impact of operations and supply chain strategies on integration and performance. *International Journal of Production Economics*, 185, 162-174.
- Rees GH. Organisational readiness and Lean Thinking implementation: Findings from three emergency department case studies in New Zealand. *Health Serv Manage Res*. 2014; 0(0): 1 – 9
- Radnor, Z. (2011), “Implementing lean in health care: making the link between the approach, readiness and sustainability”, *International Journal of Industrial Engineering and Management*, Vol. 2 No. 1, pp. 1-12.
- Rich, N. and Bateman, N. (2003), “Companies’ perceptions of inhibitors and enablers for process improvement activities”, *International Journal of Operations & Production Management*, Vol. 23 No. 2, pp. 185-199.
- Rooney S, Rooney J. Lean glossary. *Qual Prog* 2005;38:41–7
- Steed, A.D. (2011), “Exploration of the leadership attributes and methods found to be associated with successful lean system deployments in acute care hospitals”, unpublished EdD, Olivet Nazarene University, Chicago, IL.
- Toussaint, J. (2009). Writing the new playbook for US health care: lessons from Wisconsin. *Health Affairs*, 28(5), 1343-1350
- Waring, J.J. and Bishop, S. (2010), “Lean healthcare: rhetoric, ritual and resistance”, *Social Science & Medicine*, Vol. 71 No. 7, pp. 1332-1340.
- Womack, J.P., Jones, D.T. and Roos, D. *The Machine That Changed the World*. 1990. New York, NY: Rawson Associates.
- World Health Organization. *Using Health Technology Assessment for Universal Health Coverage and Reimbursement Systems*. Geneva: 2015
- Yang, M. G. M., Hong, P., & Modi, S. B. (2011). Impact of lean manufacturing and environmental management on business performance: An empirical study of manufacturing firms. *International Journal of Production Economics*, 129(2), 251- 261.
- Young, T. and McClean, S. “A critical look at lean thinking in healthcare”, *Quality and Safety in Health Care*. 2008; Vol. 17 No. 5, pp. 382-386