

ABSTRAK

Latar belakang: Rumah Sakit PELNI mengalami banyak perubahan sejak bekerjasama dengan BPJS sejak tahun 2014. Perubahan yang cukup signifikan adalah peningkatan jumlah pasien dan perubahan sistem pembayaran menggunakan paket INA-CBGs yang menuntut rumah sakit untuk efektif dan efisien tanpa mengurangi mutu pelayanan. Rumah Sakit PELNI menerapkan *lean management* sebagai upaya efisiensi, salah satunya adalah kaizen transporter untuk proses transfer pasien. Transporter merupakan ide baru dalam proses pengantaran pasien untuk mengurangi *motion* dan *non-utilized talent* perawat dalam pengantaran pasien. Evaluasi peran transporter dirasa perlu untuk menilai kualitas layanan.

Tujuan: Mengetahui proses penerapan, mendeskripsikan, mengukur efisiensi layanan, serta mengukur ketepatan waktu pemulangan pasien oleh Transporter di Rumah Sakit PELNI.

Metode: Penelitian ini merupakan studi kasus menggunakan metode kuantitatif dan observasi di Ruang Rawat Inap, IGD, dan Radiologi Rumah Sakit PELNI. Data diperoleh dari kuesioner yang memuat persepsi penerapan transporter dalam proses transfer pasien. Efektivitas layanan diukur dengan perhitungan nilai VAR berdasarkan hasil observasi lapangan.

Hasil: Penyebaran kuesioner kepada 30 orang responden, 25 orang (83,33%) diantaranya wanita, 20 orang (66,7%) berlatar belakang D3, dan 19 orang (63,33%) berprofesi sebagai perawat. Hasil uji validitas kuisisioner menunjukkan hasil yang valid dengan koefisien korelasi $> r$ tabel yaitu 0,378. Hasil uji reliabilitas menunjukkan kuisisioner reliable dengan nilai koefisien *Cronbach Alpha* $> 0,60$. Hasil menunjukkan bahwa layanan transporter mendapatkan respon baik dengan jumlah persentase 76,7%. Hasil VAR menunjukkan nilai 47,7% dengan rerata waktu pemulangan pasien 27,9 menit.

Kesimpulan: Proses transfer pasien dengan tenaga Transporter memberikan efisiensi waktu dan tenaga bagi Rumah Sakit PELNI serta meminimalisir *waste motion* dan *non utilized talent* pada perawat sehingga pelayanan kepada pasien yang membutuhkan kompetensi perawat dapat lebih dimaksimalkan lagi. Waktu pelayanan pemulangan pasien dapat lebih tepat dengan menggunakan tenaga Transporter.

Kata Kunci : Transporter, *Lean Management*, VAR

1 Student Master of Public Health, Faculty of Medicine, University of Gadjah Mada

2 Main Supervisor, Department of Health Management and Policy, Faculty of Medicine, University of Gadjah Mada

3 Supervisor, Department of Health Management and Policy, Faculty of Medicine, University of Gadjah Mada

ABSTRACT

Background: Pelni Hospital undergone many changes since cooperated with BPJS since 2014. The most significant change is the increased number of patients and changes the payment system with the INA-CBGs package that requires perforating gun effectively and efficiently without reducing the quality of care. PELNI Hospital implement lean management that efficiency efforts, including a kaizen transporter for the patient transfer process. Transporter is a new idea in the process of bringing the patient to reduce the nurse motion and non-utilized talent in delivering patient. Assessing the role of the transporter is necessary to evaluate the quality of service.

Aim: Knowing the application process, describe, measure the effectiveness of the service, and to measure the output speed of patients by transporter.

Methods: This research is a case study using quantitative methods and observation in-patient services, ER and radiology in PELNI hospital. Data were obtained from a questionnaire that includes the perception of the implementation of patient transporter in the transfer process. Service effectiveness is measured by calculating the VAR value based on the results of field observations.

Results: Distributing questionnaires to 30 respondents, 25 (83.33%) were women, 20 (66.7%) D3 and 19 (63.33%) worked as a nurse. Test results show the validity of valid questionnaire results with correlation coefficients $> r$ table is 0.378. Reliability testing results have shown the reliable questionnaire with a coefficient Cronbah Alpha > 0.60 . The results showed that the transporter services are getting a good response with the percentage of 76.7%. VAR results show the value of 47.7% with an average of 27.90 minutes discharge of patients.

Conclusion: The patient transfer process with Transporters provides hospitals with time and energy efficiency and minimizes motion and non-utilized nursing talent, so that services for patients requiring nursing skills can be further optimized. The duration of the patient's return service may be more appropriate using the transporters.

Keywords: Transporter, Lean Management, VAR

1 Student Master of Public Health, Faculty of Medicine, University of Gadjah Mada

2 Main Supervisor, Department of Health Management and Policy, Faculty of Medicine, University of Gadjah Mada

3 Supervisor, Department of Health Management and Policy, Faculty of Medicine, University of Gadjah Mada