

ABSTRAK

Persaingan industri kesehatan semakin meningkat, dimana pada tahun 2012 terdapat lebih dari 2.000 rumah sakit di Indonesia. Rumah Sakit XYZ adalah salah satu perusahaan multinasional industri kesehatan diharapkan dapat memenangkan persaingan melalui peningkatan kualitas jasa. Peningkatan sasaran mutu dan proses monitoring pada Rumah Sakit XYZ khususnya unit rekam medis diharapkan dapat mengefektifkan pencapaian target pada sasaran mutu dan proses monitoring sehingga dapat meningkatkan mutu pelayanan. Penelitian ini bertujuan untuk peningkatan sasaran mutu dan proses monitoring dengan menggunakan PDCA guna meningkatkan mutu pelayanan unit rekam medis di rumah sakit XYZ. Penelitian ini dilakukan melalui: (1) Tahap *Plan*: (a) menentukan tema permasalahan, (b) menetapkan target, (c) menganalisis sebab-sebab yang mengakibatkan masalah, (d) menentukan sebab-sebab yang paling dominan, (2) Tahap *Do* melaksanakan rencana perbaikan, (3) Tahap *Check* memeriksa kegiatan perbaikan/usulan, (4) Tahap *Action* mengambil tindakan terhadap hasil-hasil dari tahap *check*. Berdasarkan penelitian yang dilakukan maka diperoleh hasil: (1): (a) Pencapaian target tidak tercapai pada sasaran mutu sebesar 88% dalam 3 bulan dan proses monitoring sebesar 94% di bulan maret 2017, (b) Target sasaran mutu dan proses monitoring ditetapkan 95% agar meningkat, (c) X1 (*Subjective*) menjadi frekuensi tertinggi pada sasaran mutu dan X1(Koding BRM OPD Pagi) menjadi frekuensi tertinggi pada proses monitoring, (d) ketidaklengkapan X1 sebesar 41% pada sasaran mutu dan ketidaktercapaian X1 sebesar 44% pada proses monitoring, (2) Pendekatan Kaizen, 5W+1H pada sasaran mutu dan proses monitoring, (3) Evaluasi dengan diagram *fishbone (cause and effect)* dengan hasil faktor penyebab sasaran mutu tidak tercapai: faktor manusia, faktor metode dan faktor mesin dan faktor penyebab proses monitoring tidak tercapai: faktor manusia, faktor metode, faktor mesin dan faktor lingkungan, (4) Usulan penerapan/implementasi pada sasaran mutu dan proses monitoring

Kata kunci: mutu pelayanan, PDCA, sasaran mutu dan proses monitoring, industri Kesehatan

ABSTRACT

Health-increasing industry competition, where in the year 2012 there are over 2,000 hospitals in Indonesia. XYZ hospital is one of the multinational healthcare industry is expected to win the competition through improvements in the quality of services. Quality and process improvement target monitoring in Hospital medical record unit particularly XYZ is expected to streamline the achievement of targets on a target quality and process monitoring so as to improve the quality of service. This research aims to increase the quality target and monitoring process using PDCA to improve the quality of service the unit medical record in hospital XYZ. This research is carried out through: (1) stage of the Plan: (a) determine the theme of the issue, (b) set targets, (c) analyse the reasons that cause the problem, (d) determine the causes of the most dominant, (2) Phase Do carry out repair plan, (3) Stage Check checking the activities of fixes/suggestions (4) stages of Action take action against results from the check. Based on research done then obtained outcomes: (1): (a) the achievement of the targets not achieved on target quality of 88% in 3 months and the process of monitoring of 94% in the month of March 2017, (b) Target target quality and process monitoring are set 95% in order to increase, (c) X1 (Subjective) became the highest frequency on target quality and X1 (Coding BRM Morning OPD) being the highest frequency on the process monitoring (d) incomplete X 1 of 41% on target quality and ketidaktercapaian X1 of 44% in process monitoring, (2) approach to Kaizen, 5W + 1H on target quality and process monitoring, (3) Evaluation with a fishbone diagram (cause and effect) and the results of the cause factor quality objectives not achieved: the human factor, factor method and the machine and cause factor monitoring process not achieved: the human factor, the factor method and machine factors, environmental factors, (4) the proposed application/implementation in the target quality and process monitoring

Keywords: quality of service, PDCA, target quality and process monitoring, healthcare industry