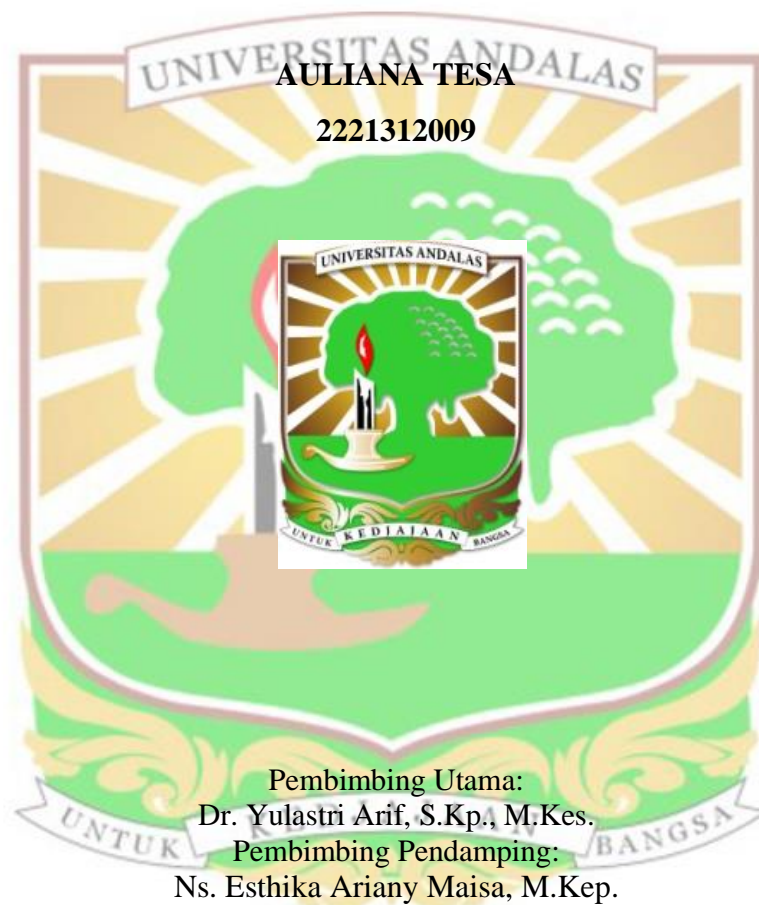


**TESIS**

**PENGARUH PENERAPAN STRATEGI *LEAN HEALTHCARE* : SIM RS  
GOS TERHADAP KEPUASAN PASIEN DAN WAKTU TUNGGU  
DI POLI RAWAT JALAN RSUD DR. ADNAN WD  
PAYAKUMBUH**



**FAKULTAS KEPERAWATAN**

**UNIVERSITAS ANDALAS**

**PADANG 2024**

FAKULTAS KEPERAWATAN  
UNIVERSITAS ANDALAS

Nama : Auliana Tesa

NIM : 2221312009

PENGARUH PENERAPAN STRATEGI *LEAN HEALTHCARE* : SIM RS  
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xvii + 156 Hal + 8 Gambar + 16 Tabel + 12 Lampiran

**ABSTRAK**

Mutu pelayanan kesehatan merupakan prioritas utama dalam sebuah manajemen rumah sakit. Waktu tunggu rawat jalan merupakan salah satu indikator mutu nasional dan menjadi tolak ukur mutu pelayanan kesehatan. Waktu tunggu pelayanan yang lama atau lambat, akan menurunkan tingkat kepuasan pasien. Tujuan penelitian adalah untuk menganalisis pengaruh penerapan Strategi *Lean Healthcare* : SIM GOS terhadap kepuasan pasien dan waktu tunggu. Jenis penelitian *quasi experiment dengan design pretest and posttest with control group design*. Sampel penelitian 104 pasien rawat jalan, terdiri dari 52 orang sebagai kelompok intervensi dan 52 orang sebagai kelompok kontrol, dengan teknik pengambilan sampel *proportionate random sampling*. Instrumen penelitian menggunakan kuesioner kepuasan pasien *SERVQUAL* dan lembar observasi waktu tunggu. Analisa bivariat menggunakan *Wilcoxon, paired t-test, Mann Whitney*, dan *independent t-test*. Hasil penelitian menunjukkan ada perbedaan rerata waktu tunggu sebelum dan sesudah penerapan strategi *Lean Healthcare* : SIM RS GOS pada kelompok intervensi, sedangkan tidak ada perbedaan rerata waktu tunggu pada kelompok kontrol, ada perbedaan rerata kepuasan pasien sebelum dan sesudah penerapan strategi *Lean Healthcare*: SIM RS GOS pada kelompok intervensi dan kelompok kontrol ada pengaruh penerapan Strategi *Lean Healthcare*: SIM RS GOS terhadap penurunan rerata waktu tunggu dan peningkatan kepuasan pasien. Disarankan kepada rumah sakit menggunakan sistem penjadwalan yang terintegrasi untuk mengatur waktu petugas kesehatan dengan lebih baik dan penelitian lebih lanjut mengenai manfaat penggunaan SIM RS GOS bagi perawat dan tenaga kesehatan sehingga dapat memberikan wawasan tentang efisiensi, akurasi, dan kualitas perawatan yang ditingkatkan.

Kata Kunci: Kepuasan pasien, *Lean healthcare*, SIM RS GOS, Waktu tunggu,  
Daftar Pustaka: 82 (2012-2024)

**NURSING FACULTY  
ANDALAS UNIVERSITY**

**Name: Auliana Tesa**

**NIM: 2221312009**

**THE EFFECT OF IMPLEMENTING THE LEAN HEALTHCARE STRATEGY:  
SIM RS GOS ON PATIENT SATISFACTION AND WAITING TIME  
AT THE OUTPATIENT OF dr. ADNAN WD  
PAYAKUMBUH**

*xvii + 156 Pages + 8 Figures + 16 Tables + 12 Attachments*

**ABSTRACT**

*The quality of health services is a top priority in hospital management. Outpatient waiting time is one of the national quality indicators and is a benchmark for the quality of health services. Long or slow service waiting times will reduce patient satisfaction levels. The purpose of this study was to analyze the effect of the implementation of the Lean Healthcare Strategy: SIM GOS on patient satisfaction and waiting time. The type of research is a quasi-experimental study with a pretest and posttest design with a control group design. The research sample was 104 outpatients, consisting of 52 people as the intervention group and 52 people as the control group, with a proportionate random sampling technique. The research instrument used the SERVQUAL patient satisfaction questionnaire and waiting time observation sheet. Bivariate analysis used Wilcoxon, paired t-test, Mann Whitney, and independent t-test. The results of the study showed that there was a difference in the average waiting time before and after the implementation of the Lean Healthcare strategy: SIM RS GOS in the intervention group, while there was no difference in the average waiting time in the control group, there was a difference in the average patient satisfaction before and after the implementation of the Lean Healthcare strategy: SIM RS GOS in the intervention group and the control group there was an effect of the implementation of the Lean Healthcare Strategy: SIM RS GOS on reducing the average waiting time and increasing patient satisfaction. It is recommended that hospitals use an integrated scheduling system to better manage the time of health workers and further research on the benefits of using SIM RS GOS for nurses and health workers so that it can provide insight into the efficiency, accuracy, and quality of care that is improved.*

*Keywords: Patient satisfaction, Lean healthcare, GOS Hospital SIM, Waiting time,  
Bibliography: 82 (2012-2024)*