

CHAPTER VI

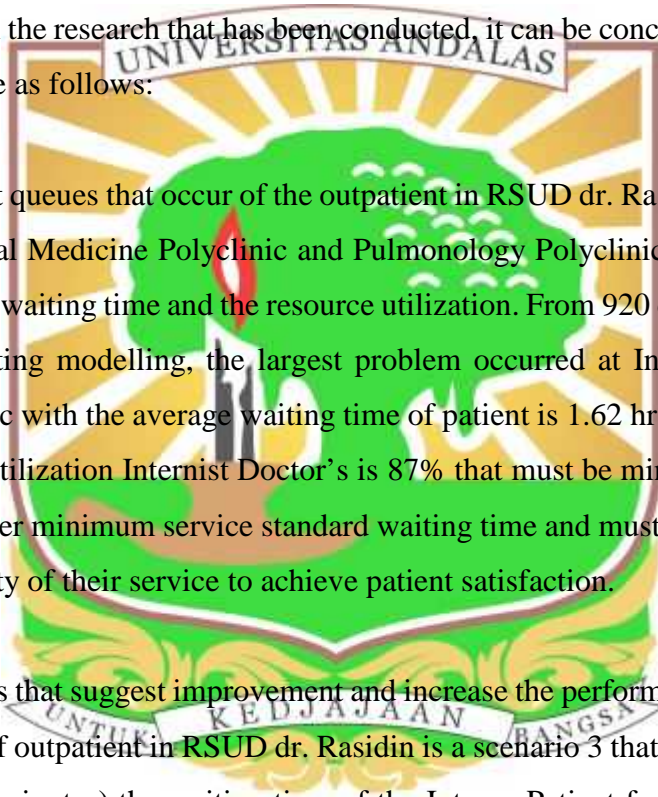
CONCLUSIONS AND SUGGESTIONS

This chapter contains the conclusions of the research conducted and suggestions given for further research.

6.1 Conclusions

Based on the research that has been conducted, it can be concluded the results of the study are as follows:

1. The most queues that occur of the outpatient in RSUD dr. Rasidin Padang are in Internal Medicine Polyclinic and Pulmonology Polyclinic which is at the patient's waiting time and the resource utilization. From 920 data observation and existing modelling, the largest problem occurred at Internal Medicine Polyclinic with the average waiting time of patient is 1.62 hr (97.35 minutes) and for utilization Internist Doctor's is 87% that must be minimized because this is over minimum service standard waiting time and must pay attention to the quality of their service to achieve patient satisfaction.
2. Scenarios that suggest improvement and increase the performance of queuing system of outpatient in RSUD dr. Rasidin is a scenario 3 that can reduce 1.48 hr (88.9 minutes) the waiting time of the Interne Patient from 1.62 hr (97.4 minutes) to 0.14 hr (8.5 minutes) by implementing a booking system in hospital and minimize the utilization of Internist Doctor's from 87% to 75% by adding 1 Internist Doctor's.



6.2 Suggestions

Future research may construct Arena Simulation Models was conducted by observing all polyclinics performance in RSUD dr. Rasidin Padang to find out all the problems of queuing and increase the performance queuing system of the Outpatient Service in RSUD dr. Rasidin Padang. Moreover, this model is only for Internal Medicine Polyclinic and Pulmonology Polyclinic.

