

ABSTRACT

Cicendo Eye Hospital is the only eye hospital which is owned by the government with its function of service, education and research specialized in eye health. Regarding of its function, Cicendo Eye Hospital gives several health services, one of them is morning polyclinic service. It is a service with a large range of process, cross-functional, and giving the greatest impact for the hospital's strategic importance. Nevertheless, there are complaints regarding the service itself, particularly about length time of the service. Therefore, business process improvement of morning polyclinic is has to be done.

Improvement is obtained through a value added analysis and utilization of streamlining tools by considering hospital's human resources, facility, and also technological factor, after previously having an understanding and efficiency measurement of the existing business process. As a result of the improvement, a proposed business process with a better level of efficiency is acquired. The comparison is shown in a table below:

Subprocess	Existing Business Process			Proposed Business Process		
	Activity	Cycle Time	Efficiency	Activity	Cycle Time	Efficiency
New General Patient Registration	17	15,70	0,21	7	7,06	0,34
Old General Patient Registration	13	13,65	0,22	7	6,88	0,35
New Patient's Medical Record Instalation	4	7,31	0,51	0	0,00	-
Old Patient's Medical Record Instalation	6	9,31	0,62	0	0,00	-
Subspesialistic Examination	10	153,05	0,32	8	97,08	0,51
Electromedic Examination	14	66,67	0,40	10	62,70	0,42
Laboratory Examination	15	204,46	0,76	12	163,14	0,97
Action Result Consultation	4	12,50	0,58	4	12,50	0,58
Returning Medical Record	3	9,30	0,00	0	0,00	-
Total	86	491,95	0,52	48	349,36	0,70

In addition to the process improvement, designing and establishment of information system is conducted. The information system is aimed to digitalize medical records, and also to support processes which is exist in the morning polyclinic.

Keyword: Business process improvement, information system.