

ABSTRACT

RSUD Al Ihsan is a government-owned general hospital that serves a variety of health complaints and treatment of diseases that are basic, specialist and include health personnel education and training. Since this hospital into a public hospital of West Java province, this hospital become a referral hospital for the surrounding districts.

Although Al Ihsan Hospital became the hospital chosen by the public, but in reality, there are still many complaints obtained from patients about unsatisfaction service and inadequate facilities. From interviews conducted in patients, 49% expressed dissatisfaction with the administration of its ministry, 39% were not satisfied with the facilities available in hospitals, and the rest are not satisfied with anything else. In addition, the hospital also complained against the use of the system less optimal, so the performance of services is also not optimal. Therefore, it is necessary to improve business processes by the method of the Business Process Improvement (BPI) in improving the Al Ihsan Hospital services, particularly in outpatient services, inpatient and ER.

From the results of improvements made, there is increased efficiency by 18% in outpatient administration, whereas in inpatient, there is increased efficiency by 11% and in the ER, there is increased efficiency by 14%. From these data, it can be concluded, the proposed business process better than the existing business process.

The improvement of business processes is supported by the information system design, which is expected to optimize the proposed business process. The information system that was designed in this study is an information system relating to the administration, especially outpatient, inpatient and emergency department from the patient registering until the patient make a payment.

Key Words : Business Process Improvement, Information Systems