

ABSTRACT

Muhammadiyah Bandung Hospital is a private general hospital which serves a variety of complaints disease, health examination and treatment. Since its foundation in 1968 until today, the Muhammadiyah Hospital in Bandung often increase the number of patients annually. This indicates that the Muhammadiyah Hospital have got a place in the hearts of their patients.

Although Bandung Muhammadiyah Hospital is chosen one by the public, in fact, it still has a lot of complaints from patients about the service time. From the interviews conducted to the patients, all of them said that the time of service makes them less comfortable with this hospital, although patients are satisfied with paramedic services during in-patient at the Bandung Muhammadiyah Hospital. Therefore, it is necessary to conduct a business process improvement in in-patient service in Bandung Muhammadiyah Hospital, the hospital can minimize customer complaints and optimize the service provided.

From the result of improvement has been done, there is significant time reducing has been 6,88 hours, 15 activities reducing and result the great efficiency to be 96%. From the data, it can be said that Process Business Improvement Recommendation is better than existing condition.

Process Business Improvement is encouraged by information systems, which can minimize non value added and activities. Information system design in this case is relationship with process business in In-patient service in hospital, star from administration process until payment process. So that, information system is very important to do the Process Business Improvement in In-Patient Service in Bandung Muhammadiyah Hospital.

Keywords : Process Business Improvement, Information Systems