

ABSTRACT

Dustira Hospital is one of public hospitals located in Cimahi. Dustira Hospital provides some services. One of the most important services is the Emergency Department (ED). This installation provides initial treatment for patients who are suffering from illness and injury through the quick and accurate action, so that the mortality rate can be minimized and unexpected disability can be prevented. The patients' satisfaction is very important because the majority of existing business processes are associated with patients.

Therefore, distributing questionnaire was performed in order to determine the patients' satisfaction in the Emergency Department of Dustira Hospital. The result from the questionnaire revealed that 60% of patients expressed their dissatisfaction towards patient examination in ED, and 73% of patients expressed their dissatisfaction towards the service cycle time. Besides external customer' or patient complaint, there're complaints from internal customer too. Long service cycle time is caused by two main factors, such as: supporting service factor in patient examination and ability of resource in IGD itself. Based on the above result, one can argue the necessity of performing Business Process Improvement for Dustira Hospital's ED business process so that the process becomes more effective and efficient.

The process improvement in BPI covers the analysis of value-added and the use of streamlining tool that considers some aspects of the availability of facilities, technology, and human resources and data of internal and external customer's complaint of the existing business process. By using the result from these improvements, it is expected that one stimulate the data using ARISToolset to see the differences between the proposed business process and the existing business process. Finally, based on the analysis performed, one could observe that the efficiency level of the proposed business process is better than that of the existing business process. It is proved by the decrease of proposed business process activity from 37 activity (15 RVA, 22 BVA, 0 NVA) to 24 activity (13 RVA, 11 BVA, 0 NVA), reduced the cycle time to 53.59 minutes and increased the efficiency level 19%.

Keyword : Hospital, *Business Process Improvement*, Simulation