

ABSTRACT

Puskesmas Bojongsoang is one of the technical implementation unit of health office in Bandung District in charge of organizing health development in the subdistrict of Bojongsoang as well as health service providers, so that patient satisfaction to be something very important.

Although there had been no written complaints from the customer, but in its realization, the increasing number of patient visits per year instead cause problems for the health center. Based on the preliminary questionnaire to 60 respondents, many patients who still are not satisfied with the services provided. One reason for the dissatisfaction of patients to health care that is because the length of time of service. Therefore we need a continuous improvement (continuous improvement).

To get the whole description and weakness from existing business process, then the mapping of business processes supported by patient care data collection availability of human resources, facilities and technology as well as external customer and internal needs of the patient care process. The analysis is done per activity for each process and activity analysis approach to streamlining business processes to obtain a more effective, efficient and adaptive and supported by customer database information system. Improvement of existing business processes performed using the approach of Business Process Improvement and obtained a decrease of activity and the value of the proposed increased cycle time efficiency for each type of service. The following are the results of data analysis and computation time of existing and proposed for each type of service. New patient registration service: cycle time efficiency existing 11% and proposal 27,5%; old patient: cycle time efficiency existing 13,51% and proposal 46,34%; Field examination of general services: existing 93,57% and proposal 95,72%; Field examination of dental services: existing 90,18% and proposal 92,92%; Field examination of family planning services: existing 72,15% and proposal 0,8208; Drug-taking services: existing 16,06% and proposal 16,67%.

Key Words: Information System, Business Process Improvement