

ABSTRACT

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Program Study : Public Health
Tittle : Waiting Time Analysis of BPJS Patients in The Outpatient
Unit Balaraja District General Hospital, Tangerang Regency
in 2019

This study aims to determine the waiting time analysis of BPJS patients in the Outpatient Unit of Balaraja District General Hospital, Tangerang Regency in 2019. Factors that influence patient waiting time are HR, Measurement, Method, Infrastructure Facilities, and Environment, then these factors are elaborated through a *fishbone* diagram. This research method is descriptive, with a qualitative approach and observational research design. Data collection technique used were observation of the flow and time of outpatient services, document review, and in-depth interviews. The technique of taking informants by *purposive sampling*. There are 8 informants. The results showed that the waiting time for BPJS patients in The Outpatient Unit of Balaraja District General Hospital, Tangerang Regency was 226,8 minutes. This is far from standard set by the Indonesian Ministry of Health, which is ≤ 60 minutes. Of the five influencing factors, HR is the main factor or priority that most influences the waiting time of BPJS patients. This is because in the outpatient service flow, the process of waiting for the services of a specialist doctor is the longest process compared to other processes that is 86,6 minutes. The cause of delay in the services of specialist doctors is that doctors must perform emergency operations as well as visits to inpatients.

Keywords : Waiting Time, BPJS Patients

xiii + 85 pages; 7 tables; 2 picture; 17 attachments

Library : 49 (2002 – 2019)