

ABSTRACT**Preparation of Service Process Standardization
Related to Patient Safety
through Lean Hospital Approach
at Petrokimia Gresik Hospital**

Based on early observation at Petrokimia Gresik Hospital, there were 7 patient safety incidents during January 2013 until October 2014. Two of seven incidents were sentinel incidents. This showed that there were still many flaws in service processes related to patient safety. The purpose of this research is to prepare service process standardization related to patient safety through Lean Hospital Approach.

This type of research conducted by researchers is action research, in 10 units that provide medical services to patients. Researchers conducted intervention begins with socialization of patient safety and Lean Hospital, then coaching the units in analyzing the incident risk grading. Incident with the greatest risk grade analyzed the process through Lean Hospitals with stage approach include: analysis of the process of patient safety incidents, the determination of waste in the process, brainstorming the causes of waste and find a solution, creating a new workflow and carried out standardization process through the development of new procedures and other documents required.

The result of the intervention of researchers using the theory of Lean Hospital, the most waste was found in ER, which is happened at the process of handover between shifts, handover between units and inpatient admission from ER. The solution to eliminating waste in ER is creating a new workflow service of handover between work shift and or between units and a new workflow of inpatient admission from ER. The standardized process is the creating of a new procedure on patient handover, the handover form, a new inpatient admission procedure and clinical practice guidelines for dyspepsia.

Key Words: Action research, patient safety, lean hospital, waste, standardized process