

ABSTRACT

The initial survey of this study found 65% of patients cancelled their scheduled operation do to long waiting time, although the utilization of operating theaters was low (56.25%). The objective of this study was to optimize operating theaters utilization based on hospital factors, waiting time and serving time for elective patients at the Central Surgery Department of Nganjuk Regional General Hospital. This was an operational research (queuing model with priority services) with population of all surgery patients from general surgery, orthopedics, gynecology, ear-nose-throat and eye department. Done from July 24th to July 6th 2003, the sample was taken from all patients operated during that period and also from 5 surgeons of the above-mentioned department. The result study showed that based on surgery cases, 25 patients in 10 business days did not get their schedules of surgery, no rule nor definite time of surgery given by the surgeons. Facilities and medical equipment were still inadequate, hospital's policies regarding surgery need to be reviewed again and new policies must be implemented. There was no standard time in hospital's services, employees were inefficient and their responsibilities were not spread evenly. Inevitably, this condition caused the low utilization of the operating theaters. Patients waited for their services for between 3 to 44 days. The average time required to perform services in operating theaters for minor surgery cases was 28.60 minutes, for medium surgery cases was 40.33 minutes, for major surgery cases was 45.67 minutes and for special surgery cases was 56.75 minutes. The waiting time for minor surgery cases was 1.46 days, for medium surgery cases was 1.64 days, for major surgery cases was 2.33 days and for special surgery cases was 3.63 days. Several efforts of optimize operating theaters' utilization are making schedule of daily operational activities, increasing paramedics and non paramedics, providing sufficient surgery equipment, and upgrading the Central Surgery Department Compartments.

Key words: *surgery cases, serving time, waiting time, operating theaters' utilization*