

ABSTRACT

**Collecting Recommendation To Improve The Performance
Of Hospital Infrastructure Maintenance Installation Based On Six Sigma
(Studies at RSMM Jawa Timur Hospital)**

Time of repair service at Installation Maintenance Facility and Infrastructure in Public Eye Hospital of East Java in 2015-2017 with average is 13 days. The length of service time is due to having to wait for the implementation schedule of the calibrated institution and the service also includes maintenance and repair. The study aims to develop recommendations for improving the performance of maintenance installations of hospital facilities and infrastructure with six Sigma method. This study observed the start and finish time of activities at each stage of service improvement of medical service equipment based on six Sigma method and interviewing officer. The medical equipment that was damaged was taken by accidental sampling as the study sample. This study shows that 25 operational standards of repair service procedures have met the standards. The average activity value of the total stages of repair service reached 6069,3 minutes indicating that it has not met the average standard time (1296,8 minutes). There are only 2 service times that exceed the standard time on the implementation of repairs and payment of work, while others are in compliance with the standards. The cause of the length of time in the process of repair service is the variation of service response improvement. The study recommends monitoring the guidelines and guidelines and procedures in hospital. There should be an evaluation of each input and service improvement process through the implementation of six sigma into the hospital management information system.

Keywords: Time of repair service, Medical equipment, Standard operating procedure, Six sigma

ABSTRAK

Penyusunan Rekomendasi Peningkatan Kinerja Instalasi Pemeliharaan Sarana Dan Prasarana Rumah Sakit Berdasarkan *Six Sigma* (Studi di Rumah Sakit Mata Masyarakat Jawa Timur)

Waktu pelayanan perbaikan di Instalasi Pemeliharaan Sarana dan Prasarana di Rumah Sakit Mata Masyarakat Jawa Timur pada periode tahun 2015 –2017 dengan rata-rata sebesar 13 hari. Lamanya waktu pelayanan terjadi karena harus menunggu jadwal pelaksanaan dari pihak instansi yang diijinkan kalibrasi dan pelayanan juga meliputi pemeliharaan dan perbaikan. Penelitian bertujuan untuk menyusun rekomendasi upaya peningkatan kinerja instalasi pemeliharaan sarana dan prasarana rumah sakit dengan metode *six Sigma*. Penelitian ini mengobservasi waktu mulai dan selesai kegiatan pada tiap tahapan pelayanan perbaikan alat pelayanan medis berdasarkan metode *six Sigma* dan mewawancarai petugas. 79 alat pelayanan medis yang mengalami kerusakan diambil secara accidental sampling sebagai sampel penelitian. Penelitian menunjukkan bahwa 25 standar operasional prosedur pelayanan perbaikan telah memenuhi standar. Nilai rata rata waktu aktivitas total tahapan pelayanan perbaikan mencapai 6069,3 menit yang mengindikasikan bahwa belum memenuhi waktu standar rata-rata (1296,8 menit). Hanya ada 2 waktu pelayanan yang melebihi waktu standar pada pelaksanaan perbaikan dan pembayaran pekerjaan, sementara yang lain sudah sesuai standar. Penyebab lamanya waktu dalam proses pelayanan perbaikan adalah variasi respon terhadap pelayanan perbaikan. Penelitian merekomendasikan untuk melakukan monitoring review terhadap pedoman dan panduan serta prosedur yang berlaku di rumah sakit. Perlu ada evaluasi setiap input dan proses pelayanan perbaikan melalui implementasi *six sigma* ke dalam sistem informasi manajemen rumah sakit.

Kata Kunci: waktu pelayanan perbaikan, standar operasional prosedur, *six sigma*