

## ABSTRACT

Regional General Hospital (Hospital) Cilegon is the only government-owned general hospital in the city of Cilegon and has a mission of providing health services that are convenient, safe, and satisfying, as well as providing quality healthcare facilities and affordable according to the needs of patients.

Cilegon hospitals provide some type of service in its operations, one of which is outpatient services. Outpatient services has a large scope and complex process because it represents all health services provided by the hospital, and is the type of service with the highest number of patients when compared with other services. This resulted in outpatient care to have a major impact on the assessment of service quality and overall performance of hospitals Cilegon. However, the implementation of operational activities, there are still many patients complain that hospitals Cilegon turns the hospital has not given the maximum performance of the outpatient services, in particular complaints about the length of time of service. Therefore, the continuous improvement of processes Cilegon outpatient hospitals needs to be done to help the hospital in order to improve patient satisfaction and quality service.

Process improvement Cilegon hospitals for outpatient services performed by using the methods of Business Process Improvement and streamlining the use of tools and fish bone chart. Business Process Improvement activities include defining, understanding, measuring efficiency, and analyzing the existing process of outpatient services and activities that are engaged and supported by considering aspects of human resources, facilities and hospital technology.

From the results of process improvement for outpatient services, found a process for the proposed outpatient services that provide a better level of efficiency compared to the existing outpatient services, where the proposed process improvement Cilegon Hospital outpatient services can reduce the amount of activity involved from 494 to 398 activities. And the results of the proposed process improvement for outpatient services is also supported by the unification of the administration of radiology with the cashier, the unification of the administration of the laboratory with the cashier, and the unification of the administration of pharmacy with a cashier.

**Keywords:** hospitals Cilegon, outpatient services, *Business Process Improvement*