

ABSTRACT

PT Widya Bhakti Inti or PT WBI is one company that is engaged in public health services. PT WBI Polyclinic is located in Bandung. PT WBI Polyclinic has 3 main clinic, such as public clinic, dental clinic, and the KB/KIA clinic. Patient satisfaction become very important because essentially most of the existing business processes will be more associated directly with patients. Based on the explanation above, an observation need to be done using a questionnaire to determine patient satisfaction towards PT WBI polyclinic services and the results of the questionnaire obtained 62% of patients are not satisfied with the services provided. As a result, complaints not only come from external customers or patients, but also from internal customers or staff clinic. Thus, the improvement need to be conducted by using the Business Process Improvement (BPI) for PT WBI Polyclinic business processes in order to obtain more effective and efficient processes.

BPI includes process improvement with value-added analysis and the use of streamlining tool by considering the availability of facilities, technology and human resources as well as complaint data from internal and external customers of its existing business process. Analysis were performed per activity for each process by using activity analysis approach and streamlining to obtain more effective, efficient, and adaptive business process and also supported by the creation of information systems. Improvement of existing business processes performed using the approach of Business Process Improvement and gained decreased amount of activity and the efficiency value of the proposal cycle time was increased for each type of service.

It was found that the efficiency of the proposed business process is better than the existing business process. For new patient enrollment services efficiency of existing and proposed cycle time are 7.23% and 16.47%; For initial patient enrollment services efficiency of existing and proposed cycle time are 7.22% and 23.39%; General polyclinic service efficiency of existing and proposed cycle time are 50.00% and 88.71% ; Dental care efficiency of existing and proposed cycle time are 54.45% and 89.61%, Drugstore service efficiency of existing and proposed cycle time are 12.61% and 5.83%

Keywords: streamlining, system information, Bussiness Process Improvement