

ABSTRACT

The increasing population in Bandung Regency has led to a growing demand for healthcare facilities. Arjasari District, characterized by its hilly topography and high population density, faces limitations in healthcare infrastructure and lacks optimal access to referral hospitals. In response to this issue, a Class D General Hospital is proposed in Arjasari as an effort to improve access and service efficiency in healthcare delivery. The interior design of this hospital adopts a lean healthcare approach, aiming to maximize value for patients by reducing waste and improving service efficiency, quality of care, and user satisfaction. The core design concept implemented is “Lean and Patient Focused,” which emphasizes not only functional and workflow efficiency, but also prioritizes patient comfort, safety, and emotional well-being. The design process includes benchmarking, needs analysis, and concept development, all of which are guided by the standards set by the Indonesian Ministry of Health. The resulting design is expected to provide a solution to healthcare service challenges in developing regions and to offer an interior environment that is efficient, user-friendly, and compliant with both technical and functional standards.

Keywords: interior design, class D hospital, lean healthcare, lean and patient focused.