

## DAFTAR PUSTAKA

1. Azizah, N. F., Ciptono, W. S., & Satibi, S. (2017). Analisis Proses Pengelolaan Obat RSUD Di Jawa Timur Dengan Pendekatan Lean Hospital. *JURNAL Manajemen Dan Pelayanan Farmasi (Journal of Management and Pharmacy Practice)*, 7(1), 49. <https://doi.org/10.22146/jmpf.369>
2. Batubara, S., & Halimuddin, R. A. (2017). Penerapan Lean Manufacturing Untuk Meningkatkan Kapasitas Produksi Dengan Cara Mengurangi Manufacturing Lead Time Studi Kasus: Pt Oriental Manufacturing Indonesia. *Penelitian Dan Karya Ilmiah*, 1(1), 49. <https://doi.org/10.25105/pdk.v1i1.431>
3. Bukhari et al. (2014). Analysis of Waiting Time In Emergency Department Of Al-noor Specialist Hospital, Makkah, Saudi Arabia. *Journal Of Emergency Medicine* (2) 67-73
4. Depertemen kesehatan RI 2011. Profil Kesehatan Indonesia 2010. Jakarta: Kementerian Kesehatan Republik Indonesia.
5. Dickson, E. W., Sigh, S., Cheung, D. S., Wyatt, C. C., & Nugent, A. S. (2009). Application of Lean Manufacturing Techniques in The Emergency Department. *Journal of Emergency Medicine*, 37(2), 177–182. doi:10.1016/j.jemermed.2007.11.108.
6. Gofur, A. (2019). Pengaruh Kualitas Pelayanan Dan Harga Terhadap Kepuasan Pelanggan. *Jurnal Riset Manajemen Dan Bisnis (JRMB) Fakultas Ekonom*
7. Graban, M. (2017). *Lean Hospitals: Improving Quality, Patient Safety and Employee Engagement* (2nd ed.). CRC Press.
8. Graban, M., (2012). *Lean Hospitals: Improving Quality, Patient Safety and Employee Engagement* Second., New York: CRC Press.

9. Hall, R., Belson, D., Murali, P., & Dessouky, M. (2006). Modeling Patient Flow Through The Healthcare Sistem. In R. W. Hall (Ed.), *Patient Flow: Reducing Delay in Healthcare Delivery* (pp. 1–44). Los Angeles: Springer Science & Bussiness Media.
10. Hasanah, Uswatun (2019). Boarding Time And Patient Satisfaction at the Emergency Department. Nahdlatul Ulama Surabaya University, Indonesia
11. Heizer, J. & Render, B., 2011. *Operations Management* 10th ed., New Jersey: Prentice Hall.
12. Herkutanto. (2007). Aspek Medikolegal Pelayanan Gawat Darurat. *Jurnal Maj Kedokt Indon*, Volum: 57, Nomor: 2.
13. Hodgins, M. J., Moore, N., Legere, L., Brunswick, N., & Canada, I. (2011). Who is Sleeping in Our Beds? Factors Predicting the ED Boarding of Admitted Patient for More Than 2 Hours. *Journal of Emergency Nursing*, 37(3), 225– 230. doi:10.1016/j.jen.2010.02.020
14. Holden, R.J., (2011). Lean Thinking in Emergency Departments: A Critical Review. *Annals of Emergency Medicine*, 57(3), pp.265–278.
15. Hoot, N.R. & Aronsky, D., (2008). Sistematic Review of Emergency Department Crowding: Causes, Effects, and Solutions. *Annals of emergency medicine*, 52(2), pp.126–36. Available at: <http://www.ncbi.nlm.nih.gov/pubmed/18433933> [Accessed August 2, 2015].
16. Horwitz LI, Green J, Bradley EH. (2010). United States Emergency Department Performance on Wait. Time and Length of Visit. *Ann Emerg Med*, 55(2):133-141
17. Iskandar, V., & Dendy, A. K. (2017). Analisa Pengaruh Nilai Pelanggan terhadap Kepuasan Pelanggan Pada Alex ' s Salon Darmo Park. *Manajemen Perhotelan*.

18. Jackson, T.L., (2013). *Mapping Clinical Value Stream*, New York: CRC Press.
19. Jimmerson, C., (2010). *Value Stream Mapping for Healthcare Made Easy*, New York: CRC Press.
20. Johns MM, Wolman DM, Ulmer C, (2009). Resident duty hours: enhancing sleep, supervision, and safety. <https://doi.org/10.17226/12508>
21. Jus, Erwan. (2008). Factor Influencing Length. Of Stay In The Emergency Department In a. Private Hospital In North Jakarta. *Mediana*. Vol 27
22. Kementerian Kesehatan Republik Indonesia. (2009) Undang-Undang Republik Indonesia Nomor 44 Tahun 2009 Tentang Rumah Sakit. Jakarta: Kementerian Kesehatan RI.
23. Kementerian Kesehatan RI. (2008) Peraturan Menteri Kesehatan Republik Indonesia Nomor 1069 Tahun 2008 Tentang Pedoman Klasifikasi Dan Standar Rumah Sakit Pendidikan.
24. Kementerian Kesehatan RI. (2017) Peraturan Menteri Kesehatan Republik Indonesia Nomor 1 Tahun 2017 Tentang Keselamatan Pasien. Jakarta: Kementerian Kesehatan RI
25. Kementerian Kesehatan RI. (2011). Permenkes RI. Nomor 1691 Tahun 2011 Tentang Keselamatan Pasien Rumah Sakit,. Jakarta,: Kementerian Kesehatan RI.
26. Kementrian Kesehatan Republik Indonesia, (2009). KMK No. 856 Tentang Standar Instalasi Gawat Darurat di Rumah Sakit.
27. Kementrian Kesehatan Republik Indonesia, (2012). Pedoman Teknis Bangunan Rumah Sakit Ruang Gawat Darurat.

28. Kerpchar, Joyce, Portzman, Charles, Mayzell, G., (2015). *Leveraging Lean in the Emergency Department Creating a Cost Effective, Standardize, High Quality, Patient-Focused Operation*, New York: CRC Press.
29. Khodambashi, S., (2014). Lean Analysis of An Intra Operating Management Process: Identifying Opportunities for Improvement in Health Information Systems. *Elsevier*, 37(1877), pp.309–316.
30. Kusumawardani, N., et al. (2017). Penelitian Kualitatif di Bidang Kesehatan. In *Yogyakarta: PT Kanisius* (Vol. 53, Issue 9). [https://scholar.google.com/scholar?hl=id&as\\_sdt=0,5&q=penelitian+kualitatif+Kesehatan&btnG=#d=gs\\_qabs&u=#p=YtVagCxKeoEJ](https://scholar.google.com/scholar?hl=id&as_sdt=0,5&q=penelitian+kualitatif+Kesehatan&btnG=#d=gs_qabs&u=#p=YtVagCxKeoEJ)
31. Kutika, R. F., Saerang, D. P. E., & Gerungai, N. Y. T. (2018). Analisis Non Value Added Activity Melalui Penerapan Activity Based Management Untuk Meningkatkan Efisiensi PT. Indofood CBP Sukses Makmur, Tbk. Cabang Bitung. *Going Concern : Jurnal Riset Akuntansi*, 13(02), 402–411. <https://doi.org/10.32400/gc.13.02.19632.2018>
32. Lestari, K., & Susandi, D. (2019). Penerapan Lean Manufacturing untuk mengidentifikasi waste pada proses produksi kain knitting di lantai produksi PT. XYZ. *Prosiding Industrial Research Workshop and National Seminar*, 567-575.
33. Mashuri, Aman (2012). Analisis faktor- faktor yang berhubungan dengan waktu tunggu persiapan operasi cyto di instalasi gawat darurat RS Karya Medika Kabupaten Bekasi 2011, KARS FKM Universitas Indonesia
34. Menteri Kesehatan RI. (2018) Peraturan Menteri Kesehatan Republik Indonesia Nomor 47 Tahun 2018 Tentang Pelayanan Kegawatdaruratan.
35. Mital, K.M., (2010). Queuing Analysis for Outpatient and Inpatient Services: A Case Study G. D. Sardana, ed. *Management Decision*, 48(3), pp.419–439. Available at: <http://www.emeraldinsight.com/doi/abs/10.1108/00251741011037783> [Accessed December 8, 2014].

36. Montgomery, P., Godfrey, M., Mossey, S., Conlon, M., & Bailey, P. (2014). Emergency Department Boarding Times for Patients Admitted to Intensive Care Unit : Patient and Organizational Influences. *International Emergency Nursing*, 22(2), 105–111. doi:10.1016/j.ienj.2013.06.004.
37. Mustofa, M., Handoyo, & Ernawati, D. (2017). Analisis Tingkat Kualitas Pelayanan Jasa Dengan Metode Service Quality (Ervqual) Fuzzy Di PT. Pos Indonesia Sidoarjo. *Journal of Industrial Engineering and Management*.
38. Ng, David., Vail, Gord., Thomas, S., & Schmidt, N., (2010). ED Administration Applying the Lean principles of the Toyota Production Sistem to Reduce Wait Times in The Emergency Department. *CJEM*, 12(1).
39. NHSI, (2005). Improvement Leaders' Guides: Matching Capacity and Demand. In *Process and Sistem Thinking*. Nottingham: NHS Institute for Innovation and Improvement. Available at: [www.institute.nhs.uk/improvementguides](http://www.institute.nhs.uk/improvementguides).
40. Pillay, Ghazali, R. J. D. M., Manaf, N. H. A., Abdullah, A. H. A., Bakar, A. A., Salikin, F., Ismail, W. I. W. (2011). Hospital Waiting Time : The Forgotten Premise of Healthcare Service Delivery. *Journal of Health Care Quality Service Assurance*, 24(7), 506–522. doi:10.1108/09526861111160553.
41. Powell, E. S., Khare, R. K., Venkatesh, A. K., & Roo, B. D. Van. (2012). The Relationship Between Inpatient Discharge Timing and Emergency Department Boarding. *Journal of Emergency Medicine*, 42(2), 186–196. doi:10.1016/j.jemermed.2010.06.028
42. Pradana, A. P., Chaeron, M., & Khanan, M. S. (2018). Implementasi Konsep Lean Manufacturing Guna Mengurangi Pemborosan Di Lantai Produksi. *OPSI - Jurnal Optimasi Sistem Industri*, 11(1), 14–18.

43. Prenney, B., (2010). Assesement of Patient Flow. In E. Litvak, ed. *Managing Patient Flow in Hospitals: Strategis and Solution*. Illinois: Join Commission Resources, pp. 29–56.
44. Rahmana, A., & Almira, N. (2017). *Minimasi Waste Menggunakan Value Stream Mapping Dan Failure Mode and Effect Analysis Pada Pembuatan Produk Plate Fuel Pump ( Studi Pada Pt Sinar Terang Logamjaya )*. 1066–1074
45. Reid, R.D. & Sanders, N.R., (2011). *Operation Management: An Integrated Approach* Fourth., New Jersey: John Willey & Sons, Inc.
46. Ristyowati, T., Muhsin, A., & Nurani, P. P. (2017). Minimasi Waste Pada Aktivitas Proses Produksi Dengan Konsep Lean Manufacturing (Studi Kasus Di PT. Sport Glove Indonesia). *Opsi*, 10(1), 85. <https://doi.org/10.31315/opsi.v10i1.2191>
47. Robinson, S., Radnor, Z. J., Burgess, N., & Worthington, C. (2012). SimLean : Utilising simulation in the implementation of lean in healthcare. *European Journal of Operational Research*, 219(2012), 188–197. doi:10.1016/j.ejor.2011.12.029.
48. Romiko. Faktor-Faktor Yang Berhubungan Dengan Lama Waktu Tunggu Pasien Di Igd Rs Muhammadiyah Palembang. Online (Cited 18 April 2022 ) <https://jurnal.stikes-aisyiyah-palembang.ac.id/index.php/JAM/article/view/199/178>
49. Rundolph, M.E., (2010). The Problem of Patient Flow. In E. Litvak, ed. *Managing Patient Flow in Hospitals: Strategies and Solutions*. Illinois: Joint Commission on Accreditation on Healthcare Organizations, pp. 3–14.
50. Sari, I. M. P., & Pribadi, F. (2017). *Pendekatan Lean Hospital Untuk Mengidentifikasi Waste Kritis Di Instalasi Farmasi Rawat Jalan Rumah Sakit Umum Daerah (RSUD) Wates*.  
file:///C:/Users/youhe/Downloads/kdoc\_o\_00042\_01.pdf

51. Sayah, A., Rogers, L., Devarajan, K., Kingsley-Rocker, L., & Lobon, Luis F. (2014). Minimizing ED Waiting Times and Improving Patient Flow and Experience of Care. *Emergency Medicine International*, 2014 (January 2005), p.8.
52. Stevenson, W., (2009). *Operation Management* 10th ed., New York: McGraw- Hill.
53. Subash, F., Dunn, F., McNicholl., & Marlow, J. (2004). Team Triage Improves Emergency Department Efficiency. *Emergency Medicine Journal: EMJ*, 21(5), pp.542–4. Available at: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=1726448&tool=pmcentrez&rendertype=abstract> [Accessed October 21, 2015]
54. Sutisno, Linda (2022). Analisis Lamanya Pelayanan di IGD RS Universitas Airlangga Berbasis Teori Lean Hospital dan Mekanisme Koordinasi Berdasarkan Jenis Ketergantungan Antar Unit Kerja. Available at : <https://repository.unair.ac.id/96731/3/3.%20ABSTRACT%20.pdf>
55. Syahri, R. F., Wibowo, M. A., Utomo, J., Hatmoko, D., Sipil, D. T., Teknik, F., & Diponegoro, U. (2017). Analisis Waste Dengan Value Stream Mapping Pada Pekerjaan Kolom Gedung Bertingkat. *Jurnal Karya Teknik Sipil*, 6, 192–200.
56. Tampubolon, M. P. (2020). *Change Management: Manajemen Perubahan Individu, Tim Kerja, Organisasi* (1st ed.). Mitra Wacana Media.
57. Usman, I., & Ardiyana, M. (2017). Lean Hospital Management, Studi Empirik pada Layanan Gawat Darurat. *Jurnal Manajemen Teori Dan Terapan | Journal of Theory and Applied Management*, 10(3), 257. <https://doi.org/10.20473/jmtt.v10i3.7089>
58. White, B. A., Biddinger, P. D., Chang, Y., Grabowski, B., Carignan, S., & Brown, D. F. M. (2013). Boarding Inpatients In The Emergency Department Increases Discharged Patient Length of Stay. *Journal of*

*Emergency Medicine*, 44(1), 230–235.  
doi:10.1016/j.jemermed.2012.05.007.

59. Willoughby, K.A., Chan, B.T.B. & Strenger, M., (2010). Achieving Wait Time Reduction in The Emergency Department. *Leadership in Health Service*, 23(4), pp.304–319. Available at: [www.emeraldinsight.com/1751-1879.htm](http://www.emeraldinsight.com/1751-1879.htm).
60. Womack, J. P., Byrne, A. P., Flume, O. J., Kaplan, G. S., & Toussaint, J. (2005). *Going Lean in Health Care* (pp. 1–24). Cambridge. Retrieved from <http://www.ihl.org/resources/Pages/IHIWhitePapers/GoingLeaninHealthCare.aspx>.
61. Zahra, D. L. S. K. (2017). Penggunaan Konsep Lean untuk Meningkatkan Efisiensi Pelayanan Instalasi Farmasi Rawat Jalan. *Jurnal Administrasi Rumah Sakit*, 2(1), 29–42.