

ABSTRACT

Fast response time in dealing with patients affected by a nurse, doctor, and bed. Lack of nurses, doctors and beds resulted in queues of patients so that the longer the time to get service. This final report aims to produce effective capacity BGD RS RK Charitas using software Promodel version 0.7 with FIFO queuing theory. The average utilization of existing waiting room 4.22%, 35.78% admissions room, resuscitation 59.75%, 24.17% surgical, non surgical/observation 47.08%, 46.82% nurses, doctors 46.16%. Average time waiting of patients in the severe disease 6.92 minutes, the patient's disease in mild 7.03 minutes, 4.81 minutes vascular patients, patient's lungs 5.04 minutes, 9.09 minutes burns patients, patients 8.59 minutes collision injured patients, and 8.43 minutes accident patients. The profits existing condition were 97.7% per shift and losing cost Rp. 1,645,000.00 per shift. After the scenario, then the effective capacity of the BGD to 7 nurses, 2 physicians and beds existing The average utilization of 3.59% waiting room, 27.78% admissions room, resuscitation 55.47%, 20.89% surgical, non surgical/observation 41.93%, 39.72% nurses, doctors 23.59%. Average waiting time of patients in the severe disease 3.93 minutes, the patient's disease in mild 3.74 minutes, 2.22 minutes vascular patients, patient's lungs 2.36 minutes, 4.01 minutes burns patients, patients clash wounds 3.49 minutes, 3.28 minutes accident patients. After the scenario, the benefits of 68.2% per shift and losing cost Rp. 1,008,750.00 per shift.

Keywords: average utilization, profit, average time waiting