REDUCING PATIENTS WAITING TIME: A SIMULATION APPROACH

JOHAN KRISNANTO RUNTUK

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Researcher

Johan Krisnanto Runtuk

Content Reviewer

Anastasia Lidya Maukar

Editor

Johan Krisnanto Runtuk

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Johan Krisnanto Runtuk

This book presents the service performance improvement through simulation using the Promodel Software in a private hospital at Cikarang. The process starts with determining the entities, locations, and activities. Then, it continues with developing the entity flow diagram, description operation, and data documentation. Finally, it creates the hospital system's current simulation model, verifies and validates the model, analyzes the simulation output, and proposes improvement systems for the hospital.

The simulation approach allows hospital management to evaluate its services' performance and conduct trials in a simulation model before making improvements to the entire system in the hospital. The simulation result will give a higher confidence in making system improvement decisions in the hospital.

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