

Title: Adaptation of Lean Method Implementation as A Strategy to Improve The Organization Performance, Human Resources and Cost Efficiency of Hospital

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This study developed the adaptation strategies of the lean method implementation to improve the performance of health services in a hospital. Originality of this study was how to adapt the implementation of lean method in the hospitals in Indonesia. The difference of this study was in evaluating the effect of lean on the individual as the dependent variable. Study was to find a methodology of implementation adaptation of lean method in the hospital. Moreover it calculates and assesses the improvement of hospital services based on the economic aspects and organizational performances. Study was conducted within six months, using quantitative data by comparing the baseline; three and six months after the implementation of lean, and was divided into two phases. The first phase was running the PDSA which was conducted in three-level managers; top, middle and bottom. The second phase was the control. Researcher had many findings. First, the implementation of lean was able to improve the performance of the organization on economic aspects such as; improvement of the efficiency, reduction of the supply levels, and improvement of the supply circulation ratio. Second, lean impacted on individual performance optimally; organizational support, organizational fairness, positive and negative feedback. The theoretical implications of this study were the theory of managerial economics, theory of organizational, theory of organizational behavior, theory of spatial, theory of administrative, theory of social exchange and theory of systems. While the managerial implications of this study contributed to the practice of hospital management which included; the implementation of lean model as a strategic management model in the hospital.

Biography

2015 completed his Doctorate of Economic Science and Master and Bachelor in Hospital Management. As Deputy Dean of Academics in the Faculty of Health Science, University of Pembangunan National "Veteran" Jakarta, and as a lecturer at other universities in Jakarta, he has been the director at various hospitals including Prikasih, Lestari, and Kemang Medical Care. He has been a speaker at conferences and conducted training in the United States, Taiwan (ROC), IR Iran, Pakistan, Thailand, Malaysia, Singapore, Japan, China, The Philippines, and Vietnam.

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