

ABSTRAK

Latar Belakang: *Turnaround Time* (TAT) merupakan indikator penting dalam menilai efisiensi layanan diagnostik di laboratorium klinik. Ketepatan waktu penyelesaian pemeriksaan laboratorium sangat berperan dalam mendukung pengambilan keputusan klinis. Keterlambatan TAT dapat berdampak pada kualitas pelayanan dan memperpanjang waktu penanganan pasien, sehingga evaluasi terhadap capaian TAT diperlukan sebagai bagian dari peningkatan mutu layanan kesehatan.

Tujuan dan Metode: Penelitian ini bertujuan untuk mengevaluasi *Turnaround Time* (TAT) pemeriksaan laboratorium klinik sebagai indikator efisiensi layanan diagnostik di RSUD Royal Prima Medan. Penelitian menggunakan desain kuantitatif deskriptif evaluatif dengan pendekatan retrospektif, memanfaatkan data sekunder dari sistem informasi laboratorium selama periode Maret hingga Mei 2026. Sampel diambil menggunakan teknik *systematic random sampling* dari data pemeriksaan yang memenuhi kriteria inklusi. Analisis dilakukan secara deskriptif dengan menilai rata-rata, median, serta persentase pemeriksaan yang memenuhi standar pelayanan, serta membandingkan capaian antar unit pelayanan.

Hasil: Rata-rata TAT berbeda pada setiap unit pelayanan, yaitu IGD sebesar 151,13 menit, rawat inap 161,29 menit, dan poliklinik 187,05 menit. Berdasarkan standar rumah sakit (≤ 120 menit), hanya 11,2% pemeriksaan yang memenuhi standar, sedangkan 88,8% belum memenuhi. Unit IGD memiliki capaian terbaik dengan persentase 17,5%, diikuti poliklinik 9,8%, sedangkan rawat inap tidak terdapat pemeriksaan yang memenuhi standar.

Kesimpulan: Secara keseluruhan, capaian *Turnaround Time* (TAT) di Laboratorium Klinik RSUD Royal Prima Medan belum memenuhi standar pelayanan yang ditetapkan. TAT dapat digunakan sebagai indikator penting dalam evaluasi efisiensi layanan diagnostik, sehingga diperlukan optimalisasi alur pelayanan laboratorium untuk meningkatkan ketepatan waktu dan mutu layanan.

Kata Kunci: *Turnaround Time* (TAT), Laboratorium Klinik, Efisiensi Layanan Diagnostik, Unit Pelayanan

ABSTRACT

Background: Turnaround Time (TAT) is a key indicator for assessing the efficiency of diagnostic services in clinical laboratories. Timely completion of laboratory examinations plays a crucial role in supporting prompt clinical decision-making. Delays in TAT may negatively impact the quality of healthcare services and prolong patient management, making it essential to evaluate TAT performance as part of quality improvement efforts.

Objective and Methods: This study aimed to evaluate the Turnaround Time (TAT) of clinical laboratory examinations as an indicator of diagnostic service efficiency at RSU Royal Prima Medan. A quantitative descriptive evaluative design with a retrospective approach was used, utilizing secondary data obtained from the laboratory information system during the period of March to May 2026. Samples were selected using systematic random sampling from laboratory examination data that met the inclusion criteria. Data were analyzed descriptively by assessing mean, median, and the proportion of examinations meeting the established standards, as well as comparing TAT performance across service units.

Results: The mean TAT varied across service units, with 151.13 minutes in the emergency department, 161.29 minutes in inpatient units, and 187.05 minutes in outpatient clinics. Based on the hospital standard (≤ 120 minutes), only 11.2% of examinations met the standard, while 88.8% did not. The emergency department showed the best performance with 17.5% compliance, followed by outpatient clinics (9.8%), whereas no examinations in inpatient units met the standard.

Conclusion: Overall, the Turnaround Time (TAT) performance in the Clinical Laboratory of RSU Royal Prima Medan has not met the established standards. TAT can serve as an important indicator for evaluating diagnostic service efficiency; therefore, optimization of laboratory workflows is necessary to improve timeliness and overall service quality.

Keyword: Turnaround Time (TAT), Clinical Laboratory, Diagnostic Service Efficiency, Service Unit