

Implementation of Standard Operating Procedures (SOP) for Acceptance of New Patients with Patient Satisfaction at Raja Musa Sungai Guntung Riau Regional Hospital in 2019

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ABSTRACT

Admission of new patients who are not in accordance with standards is likely to reduce the quality of service and also reduce the level of patient satisfaction. This study aims to determine the relationship between the application of standard operating procedures (SOP) in new patient admissions with the level of patient satisfaction at the Raja Musa Sungai Guntung 2019 General Hospital. This study uses a correlation design, time series approach. The sample of this study was 30 new patients who came to the IGD Raja Musa Hospital, using purposive sampling technique. Collecting data using a questionnaire which is processed through the process of editing, coding, data entry, tabulating / processing. Data analysis with Chi Square test. Of the 30 respondents, it was found that the majority of respondents were dissatisfied 18 (60%) based on the level of satisfaction of implementing the SOP for new patient admission at Raja Musa Hospital, 13 respondents were quite good (43.3%). The result of p value analysis is 0.015 < 0.05, then H_a is accepted and H_o is rejected. The conclusion of this study is that there is a relationship between the application of standard operating procedures (SOP) for new patient admissions with the level of patient satisfaction at the Raja Musa Sungai Guntung Riau Regional Hospital 2019.

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1. Introduction

Improving the quality of nursing services is a major issue in health development both nationally and globally. This is driven by the increasing demand for excellent nursing services to clients [1], [2]. Competition in terms of providing quality health services has become the public spotlight as users of health services [3]. Nursing services have a major role in improving and determining the success of the quality of health services [4].

Nursing service is a sub-system in the health service system in a hospital that has a function to maintain the quality of service, moreover, nursing services are often used as a benchmark for the image of a hospital in the eyes of the community so that nurses are required to provide and manage nursing care for patients. Indicators to assess the quality of service quality is to assess the level of customer satisfaction [5], [6].

Tjiptono (in Sari, et al, 2017) argues that satisfaction or dissatisfaction is a customer response as a result and evaluation of perceived performance / action mismatches as a result of not fulfilling expectations. Basically, the client's expectations are the client's estimates or beliefs about the services they receive will meet their expectations.

According to Griffith (in Sari, et al, 2017), one of the aspects that affect patient satisfaction is the attitude of staff approach to patients, namely the attitude of staff towards patients when they first come to the hospital. When a patient is admitted to the hospital, all officers must treat the patient politely and professionally, because this is when client service has started. At this initial admission, if the patient receives unfavorable treatment, the patient will consider all health workers to be unprofessional. Conversely, if the patient and family feel accepted, then nurses and other officers can begin to form therapeutic relationships with the patient and family.

Services received and felt by clients begin when they first enter the hospital (becoming new patients). When a new patient enters the hospitalization, the nurse will carry out the new patient admission procedure. Admission of new patients is a procedure or guideline for admitting new patients. The admission of new patients is a form of comprehensive health care involving patients and families, which greatly affects the quality of service [7], [8].

Admission of new patients who have not been carried out according to standards is likely to reduce the quality of a service quality which in turn can reduce the level of patient confidence in the services of a hospital which of course also reduces the level of patient satisfaction with the services

received. The level of satisfaction can be influenced by attention, educational background, economic status, culture, and mood. Patient satisfaction will affect the patient's healing process [9] - [11].

Research conducted by Susilowati (in Pratiwi & Sari, 2014) which examines the relationship between nurses' knowledge of nursing service standards and the implementation of standard operating procedures for new patients in the inpatient room of Dr. Hospital. OEN Surakarta found that there is a relationship between the knowledge of nurses about nursing service standards and the implementation of standard operating procedures (SOP) for new patients. .

The results of research conducted by Muhajir, et al (in Pratiwi & Sari, 2014) by taking the location in Muara Enim stated that 21% of patients' dissatisfaction with inpatient services was due to doctor services, 33% by room facilities, and the largest percentage was 46 % is by nurse services. The service dissatisfaction by these nurses was due to the fact that the nurses did not pay attention to the patient's condition regularly and the nurses' lack of communication with patients and their families. Likewise with Suwardi's observations (in Kalsum, 2016) on the therapeutic communication of nurses at Pandan Arang Boyolali Regional Hospital where there were still nurses who tended to be emotional when receiving complaints from patients, nurses who just sat in the nurse's room, nurses who tended not to know. regarding the patient's condition, the treatment program that has been given and will be given, as well as nurses who do not understand the complaints felt by patients.

From the initial survey conducted on October 2, 2018, through observations made by researchers at the Raja Musa Sungai Guntung Riau Regional Hospital in the Emergency Room (IGD) for 3 weeks to 30 new patients, it was found that 5 people asked about the location of the bathroom. Especially in patients who were hospitalized for the first time, 5 people asked about the requirements of BPJS participants, 3 patients asked about the doctor's visit, and 9 people asked about the clarity of the disease and the therapy given. The things mentioned above are part of the new patient admission activity where patients should receive an explanation of medical personnel, hospital regulations and treatment programs. This shows that the admission of new patients has been carried out so far, but it is still simple and often not according to the established SOPs so that patients do not fully understand various information, especially related to nursing services that will be received during treatment.

2. Method

This type of research is quantitative research. This study aims to identify the relationship between the application of standard operating procedures (SOP) in new patient admissions with the level of patient satisfaction at the Raja Musa Sungai Guntung Riau Regional Hospital.

The research design used in this research is correlational analytic, which is research that connects one variable to another, then tests it statistically or is known as the correlation test which produces a correlation coefficient (Swarjana, 2012). With the approach used is the time series, which is the type of data consisting of variables collected according to time sequences within a certain time span.

3. Results&Analysis

3.1 Results

Table 1.
Demographic data frequency distribution

No	Data Demografi Responden	Frekuensi	Persentase (%)
1.	Usia		
	21-30 tahun	4	13,3
	31-40 tahun	18	60
	41-50 tahun	5	16,7
	51-60	3	10
	Total	30	100
2.	Jenis Kelamin		
	Laki-laki		
	Perempuan	17	56,7
	Total	13	43,3
		30	100

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No	Data Demografi Responden	Frekuensi	Persentase (%)
3.	Pendidikan		
	SD	4	13,3
	SMP	8	26,7
	SMA	10	33,3
	DIII	5	16,7
	S1	3	10,0
	Total	30	100
4.	Pekerjaan		
	PNS	6	20,0
	Peg. Swasta	3	10,0
	Wiraswasta	9	30,0
	Tidak bekerja	12	40,0
	Total	30	100

Based on the demographic data above, it is found that the respondents in this study were 30 respondents with the majority aged 31-40 years amounting to 18 respondents (60%), the majority of the sex was male (56.7%), the majority of high school education was 19 respondents (63,3%), and the majority did not work 12 (40.0%).

Table 2.
Distribution of frequency of patient satisfaction

Kategori	Frekuensi	Percent
Puas	12	40,00
Tidak puas	18	60,00
Total	30	100

Based on the above categories, it was found that of the 30 respondents the majority were not satisfied with 18 respondents (60.0%).

Table 3.
Frequency distribution of SOP application of new patients

Kategori	Frekuensi	Persentase
Sangat Baik	4	13,3
Baik	7	23,3
Cukup Baik	13	43,3
Kurang Baik	6	20,0
Total	30	100

Based on the data above, it was found that the application of SOP for new patient admissions at the Raja Musa Sungai Guntung Riau General Hospital, the majority of 13 respondents, was quite good (43.3%).

Table 4.
The frequency distribution of the relationship between patient satisfaction and the application of SOP for new patient admissions

Kepuasan	Sangat baik		Baik	Penerapan SOP Penerimaan Pasien Baru		Kurang Baik	Total		p value		
	F	%		Cukup baik	F		%	F	%	F	%
Puas	4	13,3	3	10,0	5	16,7	0	0,0	12	40,0	0,015
Tidak Puas	0	0,0	4	13,3	8	26,7	6	20,0	18	60,0	
Total	4	13,3	7	23,3	13	43,3	6	20,0	30	100,0	

Based on the table above, the relationship between patient satisfaction and the application of SOP for new patient admissions at the Raja Musa Sungai Guntung Riau Regional Hospital in 2019 shows that the majority of respondents were dissatisfied 18 (60.0%). The analysis used Chi square with a p-value of 0.015 ($p < 0.05$), which means that there is a relationship between patient satisfaction and the implementation of SOP for new patient admissions at the Raja Musa Sungai Guntung Riau Regional Hospital in 2019.

3.2. Discussion

Based on the research data above, the relationship between patient satisfaction and the application of SOP for new patient admissions at the Raja Musa Sungai Guntung Riau Regional Hospital in 2019 showed that the majority of respondents were not satisfied with 18 (60.0%). The analysis used Chi square with a p-value of 0.015 ($p < 0.05$), which means that there is a relationship between patient satisfaction and the implementation of SOP for new patient admissions at the Raja Musa Sungai Guntung Riau Regional Hospital in 2019.

Admission of new patients who have not been carried out according to standards is likely to reduce the quality of a service quality which in turn can reduce the level of patient confidence in the services of a hospital which of course also reduces the level of patient satisfaction with the services received. The level of satisfaction can be influenced by attention, educational background, economic

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status, culture, and mood. Patient satisfaction will affect the patient's healing process (Pratiwi & Sari, 2014).

This is in line with the opinion of Notoatmodjo (2013) who argues that the basic factors that affect satisfaction are empathy aimed at health care providers, this attitude will touch the patient's emotions. This factor will affect the level of patient compliance (compliance).

4. Conclusions

Based on the results of the study, it was concluded that the implementation of the SOP for new patient admissions at the Raja Musa Sungai Guntung Riau Regional Hospital, the majority of 13 respondents was quite good (43.3%) and the level of patient satisfaction related to the application of the SOP showed that the majority of respondents were dissatisfied, namely 18 respondents (60, 0%). The results of this study indicate that there is a significant relationship between the application of operational standards (SOP) for new patient admissions with the level of patient satisfaction at the Raja Musa Sungai Guntung Riau Regional Hospital in 2019 with a p-value of 0.015 ($p < 0.05$).

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