



# Improving the Quality of Health Services Through Optimizing Standard Operating Procedures (SOP) at AR-ROYYAN Hospital, Ogan Ilir Regency

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**Abstract:** There is a lack of adequate understanding regarding health service quality through the optimization of Standard Operating Procedures (SOP) at AR-ROYYAN Hospital, Ogan Ilir Regency. This service activity aims to enhance the hospital's understanding of improving health service quality by optimizing SOPs. A visual presentation using slides and supporting materials was employed to clarify the SOPs at AR-ROYYAN Hospital. This was followed by a Q&A session to facilitate direct interaction between speakers and participants, allowing for further clarification. Engaging small discussion groups stimulated the exchange of opinions and fostered a shared understanding. Additionally, brochures and pamphlets were distributed to help participants comprehend and disseminate the information within the community. This holistic approach is expected to yield a positive and sustainable impact. The Q&A session and discussions revealed that while AR-ROYYAN Hospital has established good SOPs, these procedures have not been specifically classified for each department.

**Keywords:** Quality; Healthcare Service; SOP; Ar-Royyan Hospital

## Introduction

Health is a very important basic need for every individual (Harrison et al., 2025; Marriott et al., 2024; Wagner-Hartl et al., 2024). Without health, a person's quality of life will be significantly affected. Therefore, the provision of quality health services is one of the top priorities in a country's development. In Indonesia, Law No. 17 of 2023 on Health emphasizes the importance of health care facilities that can provide promotive, preventive, curative, rehabilitative, and palliative services to the community (Pangaribuan, 2024; Rambe et al., 2024; Sembiring & Fitrianto, 2023).

Hospitals as one of the health facilities have a very vital role in the health care system (Kaye et al., 2021; Yokobori et al., 2021; Patel et al., 2024). Hospitals not only provide complex medical services, but also serve as centers of diagnosis, treatment, rehabilitation, and long-term care for patients who require special attention.

However, challenges in improving the quality of health services in hospitals are still an issue that needs to be addressed, especially in the context of management and implementation of Standard Operating Procedures (SOPs) (Isakov et al., 2024; Manu et al., 2024; Rahman et al., 2024).

The purpose of this study was to improve the quality of health services at AR-ROYYAN Hospital, Ogan Ilir Regency through optimizing the application of SOPs. With a clear and standardized SOP, it is expected to increase the efficiency and effectiveness of services provided to patients. This study also aims to identify factors that influence the implementation of SOPs and provide recommendations for continuous improvement.

The quality of health services depends not only on the facilities and technology available, but also on the ability of health workers to apply SOPs consistently. Therefore, training and development of human resources is an important aspect in efforts to improve

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service quality. In this context, the Faculty of Law, University of Muhammadiyah Palembang plays an active role by organizing a training program for health staff at AR-ROYAN Hospital. This training aims to optimize the implementation of SOPs in medical and administrative services, so as to improve patient satisfaction and overall service quality.

This research is expected to make a significant contribution in efforts to improve the quality of health services at AR-ROYAN Hospital, Ogan Ilir Regency, and become a reference for other hospitals in implementing effective and efficient SOPs.

## Method

The method used in writing this grant is field research, this research examines the Quality of Health Services Through Optimizing Standard Operating Procedures (SOP) at AR-ROYAN Hospital, Ogan Ilir Regency. This community service is carried out to obtain data and information on related issues. Data collection used in this community service activity includes using the following methods: Document study, namely by studying documents related to the problems the author examines and Interviews, namely by conducting oral questions and answers to related parties in writing this report (Kulage et al., 2022).

The data obtained and collected both in primary data and secondary data are processed qualitatively, namely a research method carried out in search of qualitative truth. Qualitative analysis is carried out by looking at the quality of laws and regulations against legal events that occur. Then the data is presented in descriptive words, namely explaining, describing and describing problems and their solutions related to writing community service.

## Results and Discussion

Quality health services are the basic rights of every citizen and are the responsibility of health institutions to fulfill them. AR-ROYAN Hospital as one of the health facilities in Ogan Ilir Regency has a strategic role in providing optimal health services to the community. To improve service quality, optimizing Standard Operating Procedures (SOP) is a crucial step that needs to be done consistently and continuously. Optimizing Standard Operating Procedures, AR-ROYAN Hospital implements several key strategies:

### *SOP Updating and Standardization*

Hospitals periodically review and update SOPs to ensure they are in line with the latest developments in medical science and regulations<sup>20</sup>. This process involves evaluating existing SOPs, drafting new SOPs as needed,

socializing SOPs to all staff and monitoring implementation.

### *HR Competency Improvement*

The HR competency improvement program is carried out through periodic training, workshops and seminars, case handling simulations and SOP-based performance evaluation.

### *Strengthening the Monitoring and Evaluation System*

Strengthening the monitoring and evaluation system is carried out through several steps, namely periodic medical audits, patient satisfaction surveys, indicator-based performance evaluation, and follow-up on audit findings. The implementation of SOP optimization at AR-ROYAN Hospital has had a significant positive impact, including increased service efficiency, decreased rates of adverse events, increased patient satisfaction, improved medical documentation, and increased hospital accreditation. However, in the process of implementing SOP optimization, there are several challenges that must be faced, such as resistance to change, limited human resources, complexity of procedures, and limited infrastructure.



**Figure 1.** Resource Persons Discussing with the Ar-Royan Hospital Team

SOP optimization is a strategic step in improving the quality of health services at AR-ROYAN Hospital. The successful implementation of this program requires the commitment of all stakeholders and continuous evaluation to ensure the achievement of the objectives of improving the quality of health services. Quality health services are an indicator of the welfare of society and the progress of a country. In Indonesia, efforts to improve the quality of health services continue to be carried out through various approaches, one of which is the optimization of Standard Operating Procedures (SOPs)<sup>[1]</sup>. Good SOP implementation is key in ensuring consistency and quality of health services throughout Indonesia.

The implementation of Standard Operating Procedures (SOPs) in health services in Indonesia is based on several main regulations, namely Law Number 36 of 2009 concerning Health, Minister of Health

Regulation Number 4 of 2019 concerning Technical Standards for Fulfilling Basic Service Quality, and Minister of Health Regulation Number 12 of 2020 concerning Hospital Accreditation. These regulations provide a clear legal framework and guidelines to ensure that the health services provided meet the established quality standards, thereby improving the quality of health services throughout Indonesia.



**Figure 2.** Submission of Standard Operational Procedures (SOP) Rs. Ar-Royyan to the Head of Internal Audit Unit of Rs. Ar-Royyan

**Table 1.** Standard Operating Procedure (SOP) for Health Services

Component	Details
Structure and Format	a. Purpose and Scope; b. Definitions and Definitions; c. Detailed Work Procedures; d. Clear Process Flow; e. Indicators of Success; f. Clear Process Flow; e. Indicators of Success; f. Required Documentation. Required Documentation
Characteristics of Effective SOPs	a. Specific and Operational; b. Systematic and Measurable; c. Easy to Understand and Implement; d. Accountable; e. Accountable; e. Systematic and Measurable. Accountable; e. Dynamic and Adaptive; f. Patient Safety Oriented. Patient Safety Oriented
Implementation of SOPs in Health Services	<i>Implementation Stage:</i> 1.Planning: - Identification of needs - Preparation of draft SOPs - Review and Validation - Establishment of SOPs 2. Implementation: - Socialization of SOPs - Staff Training - Phased Implementation - Monitoring and Evaluation <i>Implementation of Priority Areas:</i> 1. Emergency Services 2. Inpatient Services 3. Outpatient Services 4. Medical Support Services 5. Pharmacy Services 6. Prevention 7. Infection Control
Monitoring and Evaluation	<i>Indicators of Success:</i> 1.Level of compliance with SOPs 2. Patient satisfaction 3. Service efficiency 4. Adverse event rate 5. Medical Audit Results <i>Evaluation System:</i> 1. Periodic Internal Audit 2. Patient Satisfaction Survey 3. Staff Performance Evaluation 4. SOP Review and Update

Based on the results of the study, it is important to explore the implications and significance of the research results that have been obtained, instead of simply repeating the findings that have been presented previously. The results show that the implementation of Standard Operating Procedures (SOP) optimization at AR-ROYYAN Hospital in Ogan Ilir Regency has had a significant positive impact on the quality of health services. Increased service efficiency decreased rates of adverse events, and increased patient satisfaction are some of the results that show that good implementation of SOPs can improve patient experience and overall health outcomes.

Furthermore, improvements in medical documentation and increased hospital accreditation reflect that SOPs serve not only as operational guidelines, but also as tools to achieve higher quality standards in healthcare. This shows that hospitals that implement SOPs effectively can adapt to patient needs and evolving regulatory demands.

However, challenges faced in the implementation of SOPs, such as resistance to change, limited human resources, complexity of procedures, and limited

infrastructure, need to be addressed to ensure the sustainability and effectiveness of efforts to improve service quality. Therefore, it is important for hospital management to develop a comprehensive strategy to address these challenges, including staff training, infrastructure improvements, and effective communication to reduce resistance to change.

As such, the results of this study not only provide a snapshot of current conditions but also provide valuable insights into the development of policies and practices in the field of health services. This study emphasizes that success in improving the quality of health services is highly dependent on consistent implementation of SOPs and support from all parties involved.

**Conclusion**

Health is a vital basic need for humans. Health facilities, including hospitals, play an important role in providing complex medical services such as diagnosis and treatment. In Indonesia, hospitals are differentiated by service type and ownership, with the main objective of improving service quality through standardization

and accreditation. Patient satisfaction is an indicator of success in providing quality health services. The implementation of SOPs in hospitals requires cross-institutional cooperation and legal support to achieve effectiveness and efficiency in service delivery.

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