



Making Standard Operating Procedures (SOP) at Rupit Hospital, North Musi Rawas Regency

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Abstract: This service aims to increase understanding of the optimization of Standard Operating Procedures (SOPs) to improve the quality of health services at Rupit Hospital, North Musi Rawas Regency. This activity uses a visual presentation method to provide in-depth explanations related to SOPs, followed by a question and answer session to support direct interaction and small group discussions that encourage the exchange of understanding. In addition, supporting materials in the form of brochures or pamphlets were provided to facilitate the dissemination of information to the community. The results of the activity showed that Rupit Hospital already has a good SOP, but its application has not been specifically classified in each department. The conclusion of this activity is that optimizing SOPs through a holistic approach can be a strategic step in improving the quality of health services in hospitals.

Keywords: Quality; Health Services; SOP; RSUD Rupit

Introduction

Safe, quality, and affordable health care is a fundamental right of every individual, as stipulated in Article 5 paragraph 2 of Law of the Republic of Indonesia Number 36 Year 2009 (Nabela & Suteki, 2022; RB & Heliaantoro, 2024). In the context of health services, hospitals have a central role as service providers who are at the forefront of the community. In this modern era, the demand for efficient, transparent, and accountable services is increasing, along with technological developments and public awareness of their health rights (Davies dkk., 2024; Ibbotson dkk., 2024; Prajitha, 2025).

One of the key components to achieving optimal health services is the implementation of Standard Operating Procedures (SOPs) (Dirie dkk., 2024; Lee dkk., 2024; Onyeaghala dkk., 2025). SOPs are designed as work guidelines to ensure efficiency, consistency, and safety in the implementation of tasks. In addition, SOPs also serve as a tool to increase accountability and transparency in every line of work, so as to provide services that meet the needs of the community. In

hospitals, SOPs cover various aspects, ranging from medical, nursing, to administrative services, all of which support each other to create a holistic service system (Fang dkk., 2023; Hielscher dkk., 2023; Khan & Muktar, 2024).

However, the implementation of SOPs in many hospitals still faces various challenges. Rupit Hospital, North Musi Rawas Regency, for example, has a good SOP in outline, but its application has not been specifically classified in each department. This causes discrepancies in the implementation of tasks and has the potential to reduce service quality. This condition shows the urgent need to optimize the implementation of SOPs in order to answer the challenges of increasingly complex health services.

This study aims to evaluate the performance of SOPs at Rupit Hospital and provide strategic recommendations that can improve accountability and service quality. By analyzing the implementation of existing SOPs, this study is expected to encourage hospitals to strengthen their commitment to implementing SOPs as a whole, especially in meeting the standards of health services expected by the community.

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This issue is relevant to the need to improve the efficiency and accountability of public services in hospitals. In addition, SOP optimization is also an important step in improving patient safety and preventing the risk of malpractice. Therefore, evaluating the implementation of SOPs at Rupit Hospital is a strategic step to identify existing obstacles and provide measurable solutions. Through this evaluation, the results obtained will not only benefit Rupit Hospital but also serve as a reference for other hospitals to develop strategies for improving health services that are sustainable and oriented to the needs of the community.

Method

This study uses a qualitative approach with field research methods to examine the quality of health services through the optimization of Standard Operating Procedures (SOPs) at RSUD Rupit, North Musi Rawas Regency. This approach aims to gain an in-depth understanding of the implementation of SOPs, including constraints and opportunities in their implementation. This research was also designed as part of community service activities to provide relevant solutions to existing problems.

Data were collected through two main methods, namely document studies and interviews. The document study was conducted by reviewing various related documents, such as internal policies, SOP guidelines, performance reports, and other supporting documents. This review aims to understand the theoretical and technical framework of SOP implementation in the hospital. In addition, interviews were conducted directly with relevant parties, such as hospital management, health workers, and administrative staff. This method was designed to elicit in-depth information about experiences, perceptions, and challenges faced in the implementation of SOPs.

The data collected is categorized into two types, namely primary data and secondary data. Primary data was obtained directly from interviews with resource persons, while secondary data came from relevant documents and literature. All data obtained was analyzed qualitatively using a descriptive approach. This analysis aims to manage, interpret, and understand the existing problems, as well as identify solutions that are appropriate to the hospital context.

The results of the analysis are presented in the form of descriptive descriptions that explain the problems in detail, provide an overview of the actual situation, and offer strategic solutions to optimize the implementation of SOPs at RSUD Rupit. This approach is expected to not only contribute to improving the quality of health services in hospitals, but also become a model that can be applied in other health facilities.

Results and Discussion

Quality health care is the basic right of every citizen and the responsibility of health institutions to fulfill it. RSUD Rupit, as one of the health facilities in North Musi Rawas Regency, has a strategic role in providing optimal health services. To improve service quality, optimizing Standard Operating Procedures (SOPs) is a crucial step that needs to be done consistently and continuously.

The implementation of SOPs at RSUD Rupit showed several positive results. First, there is an increase in efficiency in the service process, characterized by shorter patient waiting times and faster completion of procedures. Second, a decrease in the number of adverse events, such as medication errors, shows that the SOPs have successfully served as a guide to minimize medical risks. Third, patient satisfaction surveys recorded a significant increase, indicating that patients feel better served. In addition, medical documentation became more structured and facilitated the audit and evaluation process. Finally, the hospital successfully improved its accreditation status, which is an important indicator in assessing service quality.



Figure 1. Socialization activities and questions and answers with leaders and managers at RSUD RUPIT

The main strategies implemented include periodic updating of SOPs, improving the competence of human resources, and strengthening the monitoring and evaluation system. SOP updating is carried out through evaluation of existing documents, preparation of new SOPs as needed, and socialization with all staff. This effort ensures that SOPs remain relevant to the latest scientific and regulatory developments. Staff competency improvement is carried out through regular training, seminars, and case-handling simulations, which aim to improve understanding and skills in accordance with established standards. In addition, strengthening the monitoring system includes medical audits, patient satisfaction surveys, and performance indicator-based evaluations.



Figure 2. Submission of Draft SOP to the Director of RSUD RUPIT

However, the implementation of SOP optimization also faces various challenges. One of them is resistance to change, especially from staff who are used to the old system. Other challenges include limited human resources and inadequate infrastructure, as well as complexity in the preparation and implementation of SOPs. Nonetheless, the hospital has attempted to overcome these challenges through educational approaches and incentivizing staff who support change.

SOP optimization at RSUD Rupit has a significant positive impact on improving the quality of health services. Consistent implementation has improved operational efficiency, shortened patient waiting times, and reduced the risk of medical errors. In addition, patient satisfaction surveys show satisfactory results, strengthening the community's trust in the hospital as a professional health service provider. The implications of this success are not only relevant for RSUD Rupit but also potentially a model for other health facilities in Indonesia, particularly in the context of optimizing safe and standardized service management.

However, this study has several limitations that need to be considered. One of them is that the data used to assess the success of SOP implementation only covers a certain period. This makes it impossible to fully evaluate the long-term impact. In addition, the success of SOP implementation at RSUD Rupit is influenced by local factors, such as the number of patients, the availability of resources, and the education level of health workers. These factors may be irrelevant or difficult to apply in hospitals with different situations. The lack of supporting infrastructure, such as digital technology for monitoring and evaluation, is also an obstacle that needs to be overcome to improve the sustainability of SOP implementation.

From a strategic perspective, this success confirms the importance of improving human resource competencies as an integral part of SOP optimization. Regular training, seminars, and case simulations not only improved staff skills but also built a more professional work culture. This suggests that capacity building of health personnel can serve as a preventive

measure to reduce resistance to change. To maximize benefits, other health institutions can adopt a similar approach with adjustments to their local needs (Daigle dkk., 2021).

Recommendations proposed to address the challenges include the development of a digital system to support SOP monitoring and evaluation. Digitization enables real-time data collection, so that evaluation of the impact of implementation can be done more efficiently and accurately. This system will also make it easier for management to identify shortcomings and take the necessary corrective steps. In addition, ongoing education programs and mentoring approaches for hospital staff can help reduce resistance to change while strengthening their understanding of the importance of SOPs in supporting service quality (Tuyishime dkk., 2024).

The successful implementation of SOPs at RSUD Rupit also indicates the need for commitment from all parties, from management to operational staff, to achieve common goals. With the support of technology, regular evaluation, and consistent training, the hospital can continue to improve the standard of health services. This approach is not only relevant for RSUD Rupit but can also be replicated in other health facilities, supporting the achievement of professional and sustainable health services. These efforts ultimately contribute to the improvement of community welfare, which is one of the main indicators of the success of national health development.

Conclusion

SOPs play an important role in ensuring consistency, efficiency, and accountability of health services in hospitals. At RSUD Rupit, SOP optimization is the main strategy to improve service quality, patient safety, and operational efficiency. The implementation of SOPs involving all elements of the hospital has had a positive impact such as increased patient satisfaction and decreased risk of medical errors. However, its success requires commitment, regular updates, and strategies to overcome resource limitations and resistance to change. Integrated SOPs are the key to realizing quality and reliable health services.

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