



## Nurses' Knowledge in Implementing Standard Operating Procedures on Patient Safety in Regional Public Hospitals

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### Abstract

Patient safety has become a global issue that is very important to be implemented by every hospital, and should be a top priority to be implemented and it is related to the quality and image of the hospital. With the development of science and technology in health services, especially in hospitals, it makes health service procedures more complex and has the potential for unexpected events or adverse events. The purpose of this study was to determine the relationship between nurses' knowledge in implementing Standard Operating Procedures on safety from the impact of falling patients in the treatment room of the Regional General Hospital. The research method used in this study is quantitative with an analytic survey research design using a cross sectional approach, which is a type of research for each research subject only once and measurements are made of the character status or subject variables at the time of the examination. Based on the results of the analysis, univariate analysis has been carried out on each variable to produce a frequency distribution and bivariate analysis to see the relationship between the independent variable and the dependent variable. Where the statistical test used is the Chi-Square test and the alternative test is Fisher's Exact. The conclusion is that there is a relationship between the level of nurse knowledge, nurse attitudes, nurse skills and nurse compliance with Standard Operating Procedures in the Regional General Hospital room.

**Keywords:** Public Hospitals, Patient Safety, Standard Operating Procedures

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## 1. Introduction

Based on the Decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/II/2008 concerning Minimum Service Standards for hospitals, it is expected that 100% of patient falls that end in disability/death will not occur in hospitals. However, based on a report from the XII congress of the Indonesian Hospital Association, in 2012 showed that patient falls were included in the top three hospital medical incidents and ranked second after medication errors. This proves that the incidence of patient falls is still high in Indonesia. Assessment of the risk of falls in patients is carried out when the patient is first admitted to the hospital and when the patient experiences a change in clinical status (PERSI Congress 2012).

Data on the incidence of patient falls in Indonesia based on the XII PERSI Congress (2012) reported that the incidence of patient falls was recorded at 14%, whereas to realize patient safety the incidence of patient falls should be 0%. The implementation of fall risk assessment in patients who are not well implemented is caused by several omissions in the hospital. A written standard / guideline that is used to encourage and move a group to achieve organizational goals. Standard operating procedures are standardized procedures or stages that must be passed to complete a certain work process (Perry and Potter, 2010).

Standard Operating Procedure is a system that is arranged to facilitate, organize and order work. This system contains a sequence of work processes from start to finish (KARS, 2012).

## 2. Research Method

The research method used in this study is quantitative with an analytic survey research design using a cross sectional approach, which is a type of research for each research subject only once and measurements are made of the status of the character or subject variable at the time of the examination.

## 3. Results And Discussions

### a. Result

The complete research results can be seen as follows:

#### 1. General Characteristics of Respondents

Based on the results of research conducted in the surgical room of the RSUD with 33 respondents, the following data were obtained:





## a) Gender distribution of respondents

**Table 1**  
**Frequency Distribution of Respondents Based on Gender**  
**in the surgical room of RSUD**

Gender	Total	%
Male	5	15,2
Female	28	84,8
Total	33	100,0

*Primary data source: 2022*

Based on Table 1 of 33 respondents, it shows that male respondents were 5 people (15.2%), and female respondents were 28 people (84.8%).

## b) Distribution of respondents' religion

**Table 2**  
**Frequency Distribution of Respondents**

Religion	Total	%
Islam	33	100
Christian	0	0
Total	33	100,0

*Primary data source: 2022*

Based on Table 2 of 33 respondents, it shows that there are 33 people (100%) who are Muslim, and 0 people (0%) who are Christian.

## c) Tribal distribution of respondents

**Table 3**  
**Frequency Distribution of Respondents Based on Tribe**  
**in the surgical room of the RSUD**

Tribe	Total	%
Makassar	13	39,4
Bugis	20	60,6
Total	33	100,0

*Primary data source: 2022*

Based on Table 3 of 33 respondents, it shows that 13 people (39.4%) are of Makassar ethnicity, and 20 people (60.6%) are of Bugis ethnicity.





## d) Distribution of respondent education

**Table 4**  
**Frequency Distribution of Respondents Based on Education**  
**in the surgical room of the RSUD**

Education	Total	%
D3 Nursing	18	54,5
S1 Nursing	9	27,3
Ners	6	18,2
Total	33	100,0

*Primary data source: 2022*

Based on Table 4 of 33 respondents, it shows that the education of respondents with the highest frequency is D.III Nursing as many as 18 people (54.5%), and the education of respondents with the lowest frequency is Ners as many as 6 people (18.2%).

## 1. Univariate analysis

Univariate analysis was conducted on each research variable. This analysis will produce a frequency distribution of each related variable. The variables analyzed are:

## a. Frequency Distribution of Respondents Based on Knowledge.

**Table 5**  
**Frequency Distribution of Respondents Based on Knowledge**  
**in the surgical room of the RSUD**

Knowledge	Total	%
Good	28	84,8
Lack	5	15,2
Total	33	100,0

*Primary data source: 2022*

Based on Table 5 of 33 respondents, it shows that respondents who have good knowledge are 28 people (84.4%), and those who have poor knowledge are 5 people (15.2%).

## b. Frequency Distribution of Respondents Based on SOP Compliance

**Table 6**  
**Frequency Distribution of Respondents Based on**  
**SOP compliance in the surgical room**

SOP	Total	%
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Good	29	87,9
Lack	4	12,1
Total	33	100,0

Primary data source: 2022

Based on Table 6 of 33 respondents, it shows that 29 respondents (87.9%) have good SOPs, and 4 people (12.1%) have poor SOPs.

## 2. Bivariate Analysis

### a. Relationship between Knowledge and SOP compliance

**Table 7**  
**Relationship between Knowledge and SOP compliance**  
**in the surgical room of the RSUD**

Knowledge	SOP Compliance				Total		P
	Good		Lack				
	N	%	N	%	N	%	
Good	18	64,3	10	35,7	28	84,4	0,003
Lack	4	80	1	20	5	15,2	
Total	22	66,7	11	33,3	23	100	

Primary data source: 2022

Table 7 shows that respondents who have good SOP compliance are 18 people (64.3%) and where respondents who have good SOP with poor knowledge are 10 people (35.7%), while respondents who have less knowledge and good SOP compliance are 4 people (380%), and respondents who have less knowledge with less SOP compliance are 1 (20%).

### b. Relationship between attitude and SOP compliance.

**Table 8**  
**Relationship between Attitude and SOP compliance**  
**in the surgical room of the RSUD**

Attitude	SOP Compliance				Total		P
	Good		Lack				
	n	%	N	%	n	%	
R. Positive	19	70,4	8	29,6	27	81,8	0,008
R. Negative	4	66,7	2	33,3	6	18,2	





Total	23	69,7	10	30,3	33	100,0
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Primary data source: 2022

Table 8 shows that respondents who have a good positive response with good SOP compliance are 19 people (70.4%), where respondents who have a good positive response with compliance have a poor SOP as many as 8 people (329.6%), while respondents who have a negative response with good SOP compliance are 4 people (66.7%), and respondents who have a negative response with less SOP compliance are 2 people (18.2%).

#### b. Discussion

Based on the statistical test Square test obtained a value of  $p = 0.003$ . Thus  $H_0$  is rejected  $H_a$  is accepted or there is a relationship between the level of knowledge of nurses with nurse compliance with Standard Operating Procedures in the surgical room of the RSUD. This is in line with the theory expressed by Wahyudin, 2006: 38-40), that behavior based on knowledge will be more persistent than behavior that is not based on knowledge. Roger (1974) in Machfoedz et al (2015) reveals that someone before adopting a new attitude in him occurs a sequential process including (A. Shafitri Indrayani, 2018). Awareness, where people are aware of the stimulus (object) first, Interest, where people begin to be interested in the stimulus (object), Evaluation, by weighing the good and bad of a stimulus (object) for themselves. Trial, when people start trying new behaviors and Adaptation, where people have behaved in accordance with their knowledge and suggestions for attitudes towards a stimulus.

#### 4. Conclusion

From the results of research conducted by researchers in the surgical room of the Regional General Hospital in 2022, it was concluded that:

- There is a relationship between the level of nurse knowledge and nurse compliance with Standard Operating Procedures in the surgical room of the Regional General Hospital.
- There is a relationship between the level of nurse attitude and nurse compliance with Standard Operating Procedures in the surgical room of the Regional General Hospital.
- There is a relationship between the level of nurse skills and nurse compliance with Standard Operating Procedures in the surgical room of the Regional General Hospital.

#### 5. Compliance with ethical standards

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Education. Hopefully we can collaborate in development in the health sector for the benefit of the community.

### **Disclosure of conflict of interest**

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

### **Statement of informed consent**

Every action we take as authors is a mutual agreement or consent.

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