

Relationship between Compliance in Implementing Patient Admission SOPs and Nurse Performance in Inpatient Rooms

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ABSTRACT

Implementing nursing care SOP in the inpatient room is essential in achieving a superior and quality hospital. The service's success can be the basis for developing a health strategy depending on the participation of nurses to increase compliance because, until now, nursing care has been provided in the presence of nurses, especially in patient management (patient admission SOP). This study aimed to determine the relationship between nurse compliance in implementing patient admission SOPs and nurse performance in the inpatient room of RSU DR. GL Tanjung Morawa Medan. This research method uses descriptive correlation and a cross-sectional design—data collection through questionnaires. The population is 30 people. The sampling technique is Total Sampling. The data analysis used is Univariate and Bivariate, obtained in the frequency distribution table, and Bivariate analysis using the Chi-Square test. The results showed that most nurses complied with implementing SOPs as much as 66.7%, and the majority of nurse performance was classified as 50%. The chi-square test results showed a p-value of 0.02; there was a significant relationship between nurse compliance in implementing patient admission SOPs and nurse performance in the inpatient room of DR. GL Tobing Tanjung Morawa Hospital.

Keywords: Compliance, SOP, Performance, Nurses

INTRODUCTION

Compliance with implementing standard operating procedures (SOP) for patient admission is essential in improving the performance of nurses in the inpatient ward. Clear and structured SOPs help nurses carry out their duties and contribute to patient safety and satisfaction. Research shows that compliance with SOPs can affect the overall quality of nursing services, affecting nurse performance (Jamila et al., 2021).

One of the significant procedures that nurses must carry out before providing services or performing an action is identifying the patient. This is because it is related to patient safety. Mistakes due to negligence or errors in identifying patients can be fatal because they can be life-threatening. Nurses must be aware of the importance of identifying patients before performing nursing actions, and a working culture must be created (Iskandar, 2017).

One of the factors that influences nurse compliance in implementing SOPs is work motivation. A good leadership style, such as transformational leadership, can increase nurses' motivation to comply with SOPs (Ryandini & Nurhadi, 2020; Nasution & Hasibuan, 2022). Puspita's research (2023) shows that nurses who feel supported by management tend to be more compliant with established procedures, which positively impacts their performance. In addition, a positive work culture in the hospital also plays an important role in increasing nurse compliance with SOPs (Sidiq, 2024; Rohmayanti, 2023).

Various psychological and environmental factors also influence nurses' performance in inpatient rooms. High work stress can reduce nurses' ability to comply with SOPs and provide optimal services (Novitayani et al., 2021). Alfian's (2020) research shows that nurses who experience work stress tend to perform less, so hospital management needs to create a supportive work environment and reduce stress factors.

DR. GL Tanjung Morawa General Hospital Medan is one of the Private Hospitals that provide the best health services and high-quality standards and meet the needs of patients and their families. Based on a field survey conducted by researchers, data was found that there was still a lack of nurse compliance in implementing SOPs for patient admissions both in the room and the hospital's ER. Based on interviews conducted by researchers, several statements were found related to nurses' non-compliance in implementing SOPs for patient admissions, including a lack of awareness of their duties and responsibilities as implementing nurses, the availability of SOPs that were lacking in the room, and a lack of understanding or lack of understanding about the management of SOPs for patient admissions. This study aimed to determine the relationship between compliance in implementing SOPs for patient admissions and the performance of nurses in inpatient rooms.

METHOD

This research method is Descriptive Correlative research, namely research that connects one variable with another variable using a Cross-Sectional design (Nursalam, 2016). The population in this study was 30 people. The sampling technique was Total Sampling. The sample was 30 people. The instrument used a questionnaire and referred to the framework with respondents after they received information about the study.

This research method is used to collect data using an instrument in the form of a checklist. The variable of nurse compliance in implementing the SOP for patient admission in the inpatient room consists of 10 questions. If the respondent chooses "Yes," each statement gets a value of 1; if the respondent chooses "No," the value is 0. The highest value of this questionnaire is 10, and the lowest is 0. The measurement results of the compliance questionnaire consist of two categories, namely compliant and non-compliant. The compliant category has a total value of 6-10, and the non-compliant category has a total value of 0-5.

Nurse Performance Assessment is measured by quality, quantity, time spent at work, and cooperation. Work quality consists of 10 statements; for each statement, if the respondent chooses "Yes," gets a value of 1; if the respondent chooses "No," then the value is 0. The highest value of this questionnaire is 10, and the lowest is 0. The measurement results of the performance assessment questionnaire in terms of quality consist of two categories: quality and non-quality. The "quality" category has a total value of 6-10, and the "non-quality" category has a total value of 0-5. Working time consists of 10 statements; for each statement, if the respondent chooses "Yes," gets a value of 1; if the respondent chooses "No," then the value is 0. The highest value of this questionnaire is 10, and the lowest is 0. The measurement results of the performance assessment questionnaire in terms of time use are "effective" and "ineffective." The "effective" category has a total value of 6-10, and the "ineffective" category has a total value of 0-5.

Cooperation consists of 10 statements; for each statement, if the respondent chooses "Yes," he gets a score of 1; if the respondent chooses "No," the score is 0. The highest score on this questionnaire is 10, and the lowest is 0. The measurement

results of the performance assessment questionnaire in terms of cooperation are "good" and "not good." The "good" category had a total score of 6-10, and the "not good" category had a total score of 0-5.

The working quantity consists of 10 statements; for each statement, if the respondent chooses "Yes," he gets a score of 1; if the respondent chooses "No," the score is 0. The highest score on this questionnaire is 10, and the lowest is 0. The measurement results of the performance assessment questionnaire in terms of quantity are "good" and "not good." The "good" category had a total score of 6-10, and the "not qualified" category had a total score of 0-5.

Univariate data analysis uses a frequency distribution table, and bivariate analysis uses the Chi-Square test. The result of the analysis will be obtained with a p-value. If p-value <0.05, then H_a is accepted; H_0 is rejected.

RESULTS

The results of the study on the relationship between compliance in implementing SOPs for patient admissions and the performance of nurses in inpatient rooms obtained the following results:

Table 1. Frequency Distribution of Respondent Characteristics

No	Characteristics	Frequency (f)	Percentage (%)
1.	Age		
	24-28 years	13	43.3
	29-33 years	7	23.3
	34-38 years	7	23.3
	39-43 years	1	3.3
	44-48 years	2	6.7
2.	Level of education		
	D3	23	76.7
	S1	7	23.3
3.	Length of work		
	1	3	10.0
	2	5	16.7
	3	10	33.3

4	3	10.0
>5	9	30.0
Total	30	100.0

Table 1 demographics of respondents by age shows that the majority are aged 24-28 years; 14 respondents (43.3%) identified as having a last education of D3 nurses, as many as 23 respondents (76.7%). It is known that based on the length of work, more than 5 years, as many as nine people (30%).

Table 2. Frequency Distribution of Nurses' Compliance in Implementing SOP for Admission of Patients in Inpatient Room

No	Knowledge	Frequency (f)	Percentage (%)
1	Obedient	20	66.7
2	Not obey	10	33.3
	Total	40	100

Table 2 shows data that the majority of nurses who complied with implementing the SOP for patient admission were 20 people (66.7%), and the minority who did not comply with implementing the SOP for patient admission were 10 people (33.3%).

Table 3. Frequency Distribution of Nurse Performance Assessment in the Inpatient Room

No	Performance assessment	Frequency (f)	Percentage (%)
Quality			
1	Quality	26	86.7
2	Not Qualify	4	13.3
Quantity			
1	Good	18	60.0
2	Not good	12	40.0
Use of Time			
1	Effective	16	53.3

2	Ineffective	14	46.7
Cooperation			
1	Good	18	60.0
2	Not good	12	40.0
Total		40	100.0

Table 3 shows data that the performance assessment in terms of quality, as many as 26 respondents (86.7%) are classified as qualified, as many as 18 respondents (60%) are categorized as good in quantity, as many as 16 respondents (53.3%) are ineffective use of time. As many as 18 respondents (60%) are in a suitable category.

Table 4. Frequency Distribution of Nurse Performance in Inpatient Rooms

No	Behavior	Frequency (f)	Percentage (%)
1	Good	15	50.0
2	Not good	15	50.0
Total		30	100.0

Table 4 shows that 15% of nurses' performance is classified as poor, and 15 respondents (50%) are in the poor category.

Bivariate Analysis

Table 5. Relationship between Nurse Compliance in Implementing Patient Admission SOPs and Nurse Performance in Inpatient Rooms

		Nurse Performance f (%)		Total	<i>p-value</i>
		Good	Not good		
Compliance	Obedient	13.0 (43.3)	7.0 (23.3)	20.0 (66.7)	0.02
	Not obey	2.0 (6.7)	8.0 (26.7)	10.0 (33.3)	
Total		15 (50.0)	15 (50.0)	30 (100.0)	

Table 5 obtained a sample of 30 people. The Chi-Square statistical test results obtained a p-value = 0.02 ($p < 0.05$). These results concluded that there is a relationship between nurse compliance in implementing patient admission SOPs and nurse performance in the inpatient room of DR. GL Tobing Tanjung Morawa Hospital.

DISCUSSION

Nurse Compliance in Implementing SOP for Patient Admissions in Inpatient Rooms

The study results found that most nurses were compliant in implementing the SOP for admitting patients in the inpatient room. Compliance with SOPs cannot be separated from the intervention of the system in the hospital. Nurse compliance in implementing the Standard Operating Procedure (SOP) for admitting patients in the inpatient room is important to patient safety and satisfaction. Research by Anggraini (2019) shows that good nurse knowledge is positively related to compliance in conducting fall risk assessments, which is part of the SOP for admitting patients.

One of the factors that influence compliance is the level of education. According to Notoatmodjo (2015), one of the strategies for behavioral change is through education. Changes in health behavior through education or health promotion begin with the provision of health information; the provision of information will increase knowledge, then with that knowledge, it will raise awareness, and finally, it will cause people to behave according to the knowledge they have. Hospitals need to hold training or seminars related to understanding SOPs; in this case, the SOP for accepting patients in the inpatient room will change the behavior of nurses to be compliant.

The study's results showed that 10 respondents (33.3%) did not comply with the SOP for receiving patients in the inpatient room, and the most common reason observed for this was the lack of socialization. According to Jeli and Ulfa (2014), many obstacles to compliance are caused by the lack of socialization.

Nurse Performance in Inpatient Room

The study's results showed that most respondents were classified as good in quantity performance assessment: 18 respondents (60%). Quantity of work is any form of a unit of measurement related to the number of work results expressed in numerical measurements.

The benchmarks for assessing performance are quality, quantity, time used in work, and cooperation. Based on the study results, most respondents are classified as qualified in their performance assessment. Work quality is a standard result related to an employee's product quality. In this case, an employee can complete work technically by comparing standard operating procedures (SOP) set by the company. Performance quality can be seen from errors, damage, and accuracy in nursing care services.

Most respondents are classified as having good quantity performance assessments, 18 respondents (60%). Cooperation in a work team is a necessity in realizing successful work performance and achievements. Cooperation is a driving force with energy and synergy for individuals who are part of the team. Communication will run well based on the awareness of the response. Each member's responsibility in inpatient wards is a crucial aspect of the health care system, influenced by various factors such as leadership style, work environment, workload, and job satisfaction. Research by Aisyah et al. (2024) shows that the leadership style of the head of the ward has a significant relationship with nurse performance. Performance appraisal is an effort to assess nurses' performance. Work appraisal is a formal system that reviews and evaluates a person's performance periodically, functioning as information about nurses' individual abilities and helping leaders make decisions about personnel development (Sedarmayanti, 2015). Performance appraisal is a reliable tool for controlling human resources and their productivity, but nurse performance is a problem in all nursing services.

The Relationship between Nurse Compliance in Implementing Patient Admission SOPs and Nurse Performance in Inpatient Rooms

Based on the study results, there is a significant relationship between nurse compliance, the relationship between nurse compliance in implementing SOP for patient admission, and nurse performance in the inpatient room of Dr. GL Tobing Tanjung Morawa Hospital. In this study, the more nurses comply with implementing SOP for patient admission in the inpatient room, the higher the nurse's performance. If nurses comply, the assessment of their performance will be

even better. The implementation of SOP is influenced by factors such as age, education level (vocational and professional), and length of service to the nurse. Performance monitoring is instrumental in improving the quality of nursing services with indicators of nurse compliance in implementing Standard Operating Procedures (SOP). Compliance is a human behavior that obeys rules, orders, procedures, and discipline (Pamuji et al., 2018). Non-compliance is a condition in individuals or groups who actually want to do it, but it can be prevented by factors that prevent compliance with recommendations. Research by Ayuba (2024) shows that compliance with SOPs contributes positively to patient experience. In addition, research by Kristyaningsih (2023) revealed that the caring attitude of nurses is directly related to the level of patient satisfaction, which shows that compliance with procedures also reflects the professional attitude of nurses.

Monitoring is necessary in a management system, and the results provide feedback for management to improve operational plans further and take corrective action steps. Therefore, managers should have a monitoring system so that feedback or deviations can be appropriately managed, and finally, nurses become compliant in implementing SOPs for patient admissions in inpatient rooms.

CONCLUSION

Based on the research that has been conducted, it can be concluded that most respondents are in the compliant category, as many as 66.7% (20 people), Nurse performance is measured from the quality of nurses, quantity of nurses, use of time and cooperation with colleagues so that nurses are classified as good performance as many as 15 respondents (50%). After the Chi-Square statistical test was carried out, a p-value of 0.02 ($p < 0.05$) was obtained. There is a relationship between nurse compliance in implementing patient admission SOPs and nurse performance in the inpatient room of DR. GL Tobing Tanjung Morawa Hospital.

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