

# Analisis Kepatuhan Petugas Terhadap Standard Operating Procedure Pelayanan Rawat Jalan di Puskesmas Kalijaga Permai Kota Cirebon Tahun 2023 = Compliance Analysis of Medical Personnel with Standard Operating Procedures at Kalijaga Permai Health Center, Cirebon City in 2023

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## Abstrak

Kepatuhan petugas terhadap standard operating procedure pelayanan dapat membantu mengurangi risiko kesalahan dan meningkatkan keselamatan pasien. Sejak akreditasi tahun 2017 di Puskesmas Kalijaga Permai belum pernah dilakukan evaluasi kepatuhan petugas terhadap standard operating procedure pelayanan rawat jalan. Penelitian ini bertujuan untuk menganalisis kepatuhan petugas terhadap standard operating procedure pelayanan rawat jalan di Puskesmas Kalijaga Permai dan faktor-faktor yang mempengaruhinya. Penelitian ini merupakan penelitian kualitatif dengan desain studi kasus dengan kerangka teori kepatuhan diadaptasi dari theory of planned behavior, theory of knowledge, attitude dan practice serta theory of compliance. Hasil penelitian ini menunjukkan bahwa kepatuhan petugas terhadap Standar Operating Procedure pelayanan rawat jalan di Puskesmas Kalijaga Permai walaupun secara umum sudah baik namun masih terdapat beberapa ketidakpatuhan oleh petugas di bagian kesehatan ibu dan anak, pendaftaran dan balai pengobatan umum. Faktor-faktor yang mempengaruhi kepatuhan petugas terhadap standard operating procedure rawat jalan yaitu pengetahuan, sikap, dan sarana. Upaya perbaikan kepatuhan petugas terhadap standard operating procedure pelayanan rawat jalan diperlukan dengan cara peningkatan kepatuhan petugas antara lain pengawasan oleh pimpinan puskesmas, audit internal terkait kepatuhan, serta penguatan komitmen pada jam buka dan tutup pelayanan.

.....Compliance of personnel with standard operating procedures (SOP in healthcare services can help reduce the risk of errors and improve patient safety. Since the accreditation in 2017 at Kalijaga Permai Community Health Center (Puskesmas), there has been no evaluation of the compliance of personnel with the SOP for outpatient care. This research aims to analyze the compliance of personnel with the SOP for outpatient care at Kalijaga Permai Puskesmas and the influencing factors. The research adopts a qualitative approach with a case study design, using a theoretical framework of compliance adapted from the theory of planned behavior, theory of knowledge, attitude, and practice, as well as the theory of compliance. The results of this research indicate that although the overall compliance of personnel with the SOP for outpatient care at Kalijaga Permai Puskesmas is good, there are still some non-compliance issues among personnel in the Maternal and Child Health, registration, and General Health Clinic departments. The factors influencing the compliance of personnel with the SOP for outpatient care include knowledge, attitude, and facilities. Efforts to improve the compliance of personnel with the SOP for outpatient care are needed, including increased supervision by the Puskesmas management, internal audits related to compliance, and strengthening commitment to the opening and closing hours of service.