

THE RELATIONSHIP BETWEEN APPLICATION OPERATIONAL PROCEDURE (SPO) OF THE RIGHT PRINCIPLE OF DRUG ADMINISTRATION WITH THE STANDARD LEVEL OF PATIENT SATISFACTION

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ABSTRACT

Patient satisfaction is a feeling of pleasure that is felt for hospitalized patients because getting optimal service quality. In providing nursing services, Standard Procedure Operational (SPO) is very important to help nurses achieve a quality of nursing care. In giving the drug should pay attention to the six principles of right which has become a obligation procedure before it gave the drug, that is: right patient, right drug, right dose, right way, right time and right documentation. The purpose of this research to determine the relation between the six right principles implementation of Standard Procedures Operational (SPO) to dispense the drug with the level of patient satisfaction at Cempaka Lounge Dr. H. Soewondo Hospital in Kendal. The research used a descriptive correlational design with cross sectional approach. Samples were taken by using Total Sampling number of 48 patients. Research tools using questionnaires then the data were analyzed by univariate and bivariate statistical test obtained chi square p value of 0.000 (p value < 0.05). the SPO dispensing has good value amounted to 47.9%, which has a sufficient level of SPO Dispensing of 45.8%, and the rate of less Dispensing SPO only 6.3%. While a right level of patient satisfaction of 52.1%, which have high levels of 41,7%, and the level patient satisfaction of less only 6,3%. Recommendations result of this research is that nurses always apply SPO properly to improve patient satisfaction.

Keywords: patient satisfaction levels; spo; the right six principles dispensing

INTRODUCTION

Satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product with expectations (Nursalam; 2011). Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing his impression of the performance or results of a product or service that has or has not met his expectations before getting service (Kotler, 2009, in Nursalam, 2011). So patient satisfaction is the feeling of pleasure that patients feel while being treated at the hospital because they get optimal service quality. Patient satisfaction is a level of patient feelings that arise as a result of the performance of the health services they receive after the patient compares them with what they expect, according to Pohan (2013, in Muchlisin 2016). According to Yunista 2010 (in Hasan, 2016).

Patients as users of nursing services demand nursing services that are in accordance with their rights, namely quality nursing services. Patients will complain about the caring behavior of a nurse or doctor that they feel does not provide satisfaction for them. (Nursalam, 2011). Now health services are not only doctors who are most prioritized, nursing care services are also now no less prioritized because nurses deal directly with patients 24 hours a day (Karc, 2010). In nursing, the purpose of the quality of services provided is to ensure that the services or products of nursing services produced are in accordance with the wishes or standards expected by the patient to get satisfaction from a service (Nursalam, 2007). One of the nursing services provided by nurses to patients who are hospitalized is drug administration.

Drug administration according to the need to pay attention to the five "right" principles, namely; right drug, right dose, right patient, right method and right time. However, in accordance with the

development of medical science, this principle has begun to be abandoned and a new theory has emerged which is considered safer and more effective, which needs to be considered when giving medicine to patients, namely the six "right" principles. (Aryani, et al, 2009) now nurses in giving medicine must pay attention to the six "correct" principles which have become a mandatory procedure before giving medicine, namely: right patient, right drug, right dose, right method, right time, right documentation.

One of the efforts to maintain patient safety is by implementing Standard Operational Procedures (SPO) in every nurse's actions (Arma MR, 2012). Patient safety aims to improve services and avoid malpractice lawsuits. Standard Operational Procedure (SPO) is a standard that must be used as a reference in providing every service. This performance standard can also be used to assess the performance of government agencies internally and externally (Atmoko T, 2008). Every good quality management system is always based on SPO and then disseminated to all competent parties to implement it. Even so, most nurses in carrying out nursing practice are not in accordance with the SPO set by the hospital (Astar, 2018).

Nurses who know the needs of patients best about patients who have difficulty swallowing, patients who vomit, or patients who cannot take certain medications such as nurse capsules must pay attention to standard operating procedures (SPO) when administering drugs to patients. (Fatimah, 2016) it is patients like these that must be considered and considered for special treatment according to the patient's condition and response after taking medication. In providing nursing services, standard operating procedures (SOP) are very important and very helpful for nurses to achieve a quality nursing care so that nurses must be able to think realistically about the importance of systematic evaluation of all aspects of high quality nursing care which does not rule out the possibility of a standard in drug administration. Simamora, 2012).

Preliminary study results in the Cempaka Room of RSUD Dr. H. Soewondo Kendal with interviews with 10 patients who said they were satisfied 8 patients and 2 patients said they were not satisfied when they were treated at RSUD Dr. H. Soewondo Kendal. Based on the above phenomenon, it was found that in hospitals not all nurses carried out the six right principles in administering drugs. From this phenomenon, the researcher was interested in conducting a study entitled "The relationship between the application of the Standard Operating Procedure (SPO) for administering the six correct principles of medication and the level of patient satisfaction in the Cempaka Room RSUD Dr. H. Soewondo Kendal" This study aims to determine the relationship between the implementation of Standard Operating Procedures (SPO) for administering the six correct principles of medication and the level of patient satisfaction in the Cempaka Room of RSUD Dr. H. Soewondo Kendal.

METHOD

The type of research is descriptive research which is part of observational research carried out through direct or indirect observations without any treatment or intervention. The population in this study were all outpatient urinary tract infection at the urology polyclinic of Pelamonia Hospital Makassar with a total of 321 cases. The sample selection used the Non-probability Sampling method with the accidental sampling technique, taking samples based on coincidence meetings. Data were collected using observation sheets and interviews as research instruments to describe

the characteristics of patients with urinary tract infection. Data analysis used univariate analysis. This analysis describes the research variables.

RESULTS AND DISCUSSION

SPO Of Drug Administration

Tabel 1
 Description of the SPO for Drug Administration in the Cempaka Room of RSUD Dr. H. Soewondo Kendal

		Frekuensi	Persentase
SPO of Drug	Well	23	47.9
	Enough	22	45.8
	Less	3	6.3
Total		48	100.0

Table 1 Based on the results of the study, it was found that the application of the Standard Operating Procedure (SPO) for administering the six correct principles of medication was good. Its application reached 23 (47.9%) patients. H. Soewondo Kendal. Standard Operational Procedure (SPO) is a standard that must be used as a reference in providing every service. This performance standard can also be used to assess the performance of government agencies internally and externally (Atmoko T, 2013). Every good quality management system is always based on SPO and then disseminated to all competent parties to implement it. Even so, most of the nurses in carrying out nursing practice are not in accordance with the SPO set by the hospital. An SPO is a set of instructions that have the power as a guide or directive. This includes service processes that have a definite or standardized procedure, without losing their effectiveness (Rusna RP, 2009). The application of the six "right" principles is needed by nurses as a legal responsibility for actions that have been taken and are in accordance with established procedures. Remembering the nurse who gave direct the drug to the patient and give it to several patients, but if it is in accordance with the standard procedures that have been set, it will be able to minimize side effects or errors in giving the drug (Lediana, 2018).

Giving medicine according to Perry, Peterson, and Potter (2010) giving medicine to a nurse needs to pay attention to the five "right" principles, namely; right drug, right dose, right patient, right method and right time. However, in accordance with the development of medical science, this principle has begun to be abandoned and a new theory has emerged which is considered safer and more effective, which needs to be considered when giving medicine to patients, namely the six "right" principles. (Aryani, at al, 2009). Nurses in administering drugs must pay attention to the six "correct" principles which have become a mandatory procedure before administering drugs, namely: right patient, right drug, right dose, right method, right time, right documentation. Based on research from Kuntarti (2014), entitled The level of application of the six right principles in drug administration by nurses in inpatient rooms, shows the results of a study of 81 people from 17 inpatient rooms at Dr. Ciptomangunkusumo (RSCM) Jakarta shows that the level of application of the six right principles by nurses is generally good.

Based on research conducted by Kuntarti (2014), regarding the level of application of the six right principles in drug administration by nurses in inpatient rooms, obtained from the results of a study

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Patient Satisfaction

Tabel 2
Description of the level of patient satisfaction in the Cempaka room RSUD Dr. H. Soewondo Kendal (n=48)

		f	%
Patient Satisfaction	Well	25	52.1
	Enough	20	41.7
	Less	3	6.2
Total		48	100.0

In accordance with the research data, it was found that the average respondent had a good level of patient satisfaction, reaching 25 (52.1%) patients. This shows that the average patient has a good level of satisfaction in the Cempaka Room, RSUD Dr. H. Soewondo Kendal. Patient satisfaction is a level of patient feelings that arises as a result of the performance of the health services they get after the patient compares them with what they expect. New patients will feel satisfied if the performance of the health services they receive equals or exceeds their expectations and vice versa, dissatisfaction will arise or feelings of disappointment will occur if the performance of the health services they receive does not match their expectations (Wardani, 2018). Patients as users of nursing services demand nursing services that are in accordance with their rights, namely quality nursing services. Patients will complain about the caring behavior of a nurse or doctor that they feel does not provide satisfaction for them. (Nursalam, 2011). Now health services are not only doctors who are most prioritized, nursing care services are also now no less prioritized because nurses deal directly with patients 24 hours a day (Karc, 2010).

From research conducted by Kiky Miranty Sareong, Darmawansyah, Yusran (2013), regarding factors related to outpatient satisfaction at the Rantepao Health Center, Toraja Regency, it was concluded that all the variables studied showed a significant relationship to patient satisfaction at the Rantepao Health Center, namely convenience $p(0.000) < \alpha(0.05)$, staff service $p(0.001) < \alpha(0.05)$, service procedures $p(0.000) < \alpha(0.05)$ and service outcomes $p(0.000) < \alpha(0.05)$.

The relationship between the application of the Standard Operating Procedure (SPO) for administering the Six Right Principles of Drugs and the Level of Patient Satisfaction in the Cempaka Room of RSUD Dr. H. Soewondo Kendal

Tabel 3.
The relationship between the application of the Standard Operating Procedure (SPO) for

administering the Six Right Principles of Drugs and the Level of Patient Satisfaction

	Well	Patient Satisfaction Enough	Less	P value
SPO Drug Well	13 27.1%	10 20.8%	0 .0%	0.000 100%
Enough	12 25.0%	9 18.8%	1 2.1%	100%
Less	0 .0%	1 2.1%	2 4.2%	100%

In accordance with the results of the study, it was shown that the average application of Standard Operating Procedures (SOP) for drugs was good with a good level of patient satisfaction, so that the implementation of SOP for drugs that was getting better would increase patient satisfaction. according to the Chi square test, the value of ρ value = 0.00 is obtained. With the Fisher Exact test results obtained ρ value < α , where $\alpha = 0.05$ so that ρ value < 0.05, this indicates that H_0 is rejected and H_a is accepted, which means there is a relationship between the application of Standard Operating Procedures (SPO) for administering principle drugs six correct with the level of patient satisfaction in the Cempaka Room of RSUD Dr. H. Soewondo Kendal. Standard Operational Procedure (SPO) is a standard that must be used as a reference in providing every service. This performance standard can also be used to assess the performance of government agencies internally and externally (Atmoko T, 2008). Every good quality management system is always based on SPO and then disseminated to all competent parties to implement it. Even so, most of the nurses in carrying out nursing practice are not in accordance with the SPO set by the hospital. An SPO is a set of instructions that have the power as a guide or directive. This includes service processes that have a definite or standardized procedure, without losing their effectiveness (Atmoko, 2013).

A written standard or guideline used to encourage and mobilize a group to achieve organizational goals. Standard operating procedures are procedures or stages that are standardized and must be passed to complete a particular work process (Perry and Potter 2010). Perry, Peterson, and Potter (2010) said that when administering medication, a nurse needs to pay attention to the five "correct" principles, namely: right drug, right dose, right patient, right method, and right time. But in accordance with the development of medical science, this principle has begun to be abandoned and a new theory has emerged which is considered safer and more effective, which needs to be considered when giving medicine to patients, namely the six "right" principles. According to Aryani, et al. (2009) now nurses in administering drugs must pay attention to the six "correct" principles which have become a mandatory procedure before administering drugs, namely: right patient, right drug, right dose, right method, right time, and right documentation.

The application of the six "right" principles is needed by nurses as a legal responsibility for actions taken in accordance with established procedures. Remembering the nurse who gave direct the drug to the patient and give it to several patients, but if it is in accordance with the standard procedures that have been set, it will be able to minimize side effects or errors in giving the drug (Wardani, 2016). One of the efforts to maintain patient safety is by implementing Standard

Operational Procedures (SPO) in every nurse's actions (Arma MR, 2012). Patient safety aims to improve services and avoid malpractice lawsuits. Standard Operational Procedure (SPO) is a standard that must be used as a reference in providing every service. This performance standard can also be used to assess the performance of government agencies internally and externally (Fatimah, 2016).

Nurses who know the needs of patients best about patients who have difficulty swallowing, patients who vomit, or patients who cannot take certain medications such as nurse capsules must pay attention to Standard Operating Procedures (SOP) when administering drugs to patients. (Astar, 2018) It is patients like these that must be considered and considered for special treatment according to the patient's condition and response after taking the drug. In providing nursing services, Standard Operating Procedures (SOP) are very important and very helpful for nurses to achieve a quality nursing care so that nurses must be able to think realistically about the importance of systematic evaluation of all aspects of high quality nursing care that does not rule out standards in drug administration. (Simamora, 2012). Understanding the needs and desires of consumers, in this case patients, is an important thing that affects patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to use the services of their choice, but if patients feel dissatisfied they are bad. To create patient satisfaction, a hospital must create and manage a system to obtain more patients and the ability to retain patients. Patient satisfaction is a feeling of pleasure, individual satisfaction due to the fulfillment of expectations or desires in receiving health services (Arma MR, 2012).

Satisfaction can be felt by patients related to comparisons between expectations and reality, that is, if expectations or needs are the same as the services provided, the patient will be satisfied. If the services provided to the patient are not satisfied. Patient satisfaction is a comparison between the expectations of the patient and the reality received by the patient when receiving the service (Nursalam, 2015). Patients as users of nursing services demand nursing services that are in accordance with their rights, namely quality nursing services. Patients will complain about the caring behavior of a nurse or doctor that they feel does not provide satisfaction for them. (Nursalam, 2011). Now health services are not only doctors who are most prioritized, nursing care services are also now no less prioritized because nurses deal directly with patients 24 hours a day (Karc, 2010). In nursing, the purpose of the quality of services provided is to ensure that the services or products of nursing services produced are in accordance with the wishes or standards expected by the patient to get satisfaction from a service. (Nursalam, 2007). One of the nursing services provided by nurses to patients who are hospitalized is drug administration.

CONCLUSION

The results of the application of the Standard Operating Procedure (SPO) for administering the six right principles of medicine in the Cempaka Room of RSUD Dr. H. Soewondo Kendal Regency, has an SPO level of Good Medicine Administration reaching 23 (47.9%) patients. The level of satisfaction of respondents in the Cempaka Room of RSUD Dr. H. Soewondo, Kendal Regency, the majority of satisfaction levels were Good, reaching 25 (52.1%) patients. The relationship between the application of the Standard Operating Procedure (SPO) for administering the six correct principles of medication and the level of patient satisfaction in the Cempaka Room of RSUD Dr. H. Soewondo Kendal was good at 13 (27.1%), according to the Chi square test obtained

a p value of 0.000 (<0.05), this shows that, there is a relationship between the application of Standard Operating Procedures (SPO) for administering the six right principle drugs and the level of satisfaction patient in the Cempaka Room of RSUD Dr. H. Soewondo Kendal. The results of this study can be used to increase knowledge about the importance of administering the six right principles of medicine so that patients treated at the hospital can recover quickly. Health workers who are expected to be useful in providing information to patients regarding the six right principle of drug administration.

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