

## INTISARI

**Latar Belakang:** Rumah sakit sebagai salah satu fasilitas pelayanan kesehatan yang memiliki peran sangat penting dalam meningkatkan kesehatan masyarakat. Dalam meningkatkan mutu pelayanan kesehatan rumah sakit harus memiliki standar pelayanan kesehatan. Ditemukan masalah belum adanya standar prosedur operasional (SPO) pada bagian pelaporan internal. Dampak dari belum adanya standar prosedur operasional (SPO) yaitu pengumpulan data yang lama dan sering terlambat, membuat pengolahan data membutuhkan waktu pengolahan yang lama. Hal ini juga diperkuat dengan adanya keterbatasan sumber daya manusia (SDM) di rumah sakit, sehingga perlu dibuatkannya standar prosedur operasional (SPO) pembuatan laporan internal di Rumah Sakit Universitas Gadjah Mada yang sesuai.

**Tujuan:** Membuat standar prosedur operasional (SPO) laporan internal sesuai dengan alur proses pembuatan laporan internal.

**Metode Perancangan:** Metode perancangan ini menggunakan langkah-langkah perancangan dari pengamatan masalah, wawancara, studi dokumentasi dan validasi data berupa triangulasi sumber.

**Hasil:** Dari hasil observasi dan wawancara yang dilakukan, dihasilkan 6 (enam) rancangan standar prosedur operasional (SPO) meliputi : standar prosedur operasional (SPO) laporan kunjungan pasien, standar prosedur operasional (SPO) *Performance Indikator*, standar prosedur operasional (SPO) Ketidاكلengkapan pengisian catatan medis (KLPCM), standar prosedur operasional (SPO) Statistik bulanan internal, standar prosedur operasional (SPO) Pengolahan Sensus Rawat Inap dan standar prosedur operasional (SPO) Pengolahan Sensus Rawat Jalan. Standar Prosedur Operasional (SPO) tersebut dirancang sesuai dengan format tata naskah rumah sakit dan alur pembuatan laporan internal.

**Kata Kunci:** Perancangan, Standar Prosedur Operasional (SPO), Laporan Internal

## ABSTRACT

**Background:** The hospital as a health care facility that has a very important role in improving public health. In improving the quality of health services the hospital should have a standard of health care. Found a problem the lack of standard operating procedures (SOP) on the part of internal reporting. The impact of the lack of standard operating procedures (SOP) of data collection long and often late, making data processing requires a long processing time. It is also reinforced by the limited human resources at the hospital, so it is necessary to make standard operating procedures (SOP) internal report generation at Gadjah Mada University Hospital accordingly.

**Objective:** Create standard operating procedures (SOP) an internal report in accordance with the internal reporting process flow.

**Method Design:** The design method using the steps the design of the observation problem, interview, documentation study and validation of data in the form of triangulation of sources.

**Results:** From the results of observations and interviews conducted, produced 6 (six) draft standard operating procedures (SOP) include: standard operating procedures (SOP) patient visitation reports, standard operating procedures (SOP) Performance Indicators, standard operating procedures (SOP) Incomplete charging medical records (KLPCM), standard operating procedures (SOP) internal monthly statistics, standard operating procedures (SOP) Processing Inpatient census and standard operating procedures (SOP) Census Outpatient Treatment. Standard Operating Procedures (SOPs) are designed in accordance with the format of the manuscript hospital procedures and internal reports creation flow.

**Keywords:** Design, Standard Operating Procedures (SOP), Internal Report