

## **Implementation Analysis of Management Covid-19 Patients in Accordance with Standard Operating Procedures and Religious Approach**

Ismail Efendy<sup>1</sup>, Nur Harini Purba<sup>2</sup>, Nuraini<sup>1</sup>

<sup>1</sup>Lecturer at the Faculty of Public Health, Helvetia Medan Health Institute, Indonesia

<sup>2</sup>Public Health Study Program Students, Helvetia Medan Health Institute, Indonesia

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### **Abstract**

The goal to be achieved in this study is to analyze the implementation of the management of COVID-19 patients based on Standard Operating Procedures and a Religious Approach at Pancur Batu General Hospital, Deliserdang Regency. This type of research is qualitative research with a phenomenological approach. Data collection techniques using interviews, observations, and surveys. Informants consisted of the Director of Nursing and Medical Services, the Head of Nursing, the Head of the COVID-19 Isolation Room, Nurses, doctors, chaplains. Qualitative data collection techniques using the Triangulation method. Data analysis used descriptive qualitative with technical triangulation data stages, sources and time. The results showed that policy standards and targets, resources, communication, and the duties and responsibilities of spiritual services at Pancur Batu General Hospital had been going well. the research of Pancur Batu General Hospital has policy standards and targets regarding the management of COVID-19 patients. Good available resources. Socialization and communication is done well, to patients and their families. Spiritual services are carried out virtually. Not only for patients, also for staff. It is hoped that this will provide an overview of the implementation of the management of COVID-19 patients in accordance with standard operating procedures and a religious approach so that it can be used as a basis for taking a further policy and increasing the satisfaction of every patient who comes.

**Keywords:** SOP, Religious Approach, COVID-19

### **Introduction**

Humans as God's creatures will definitely feel sick, either due to negligence in maintaining health, unhealthy eating and drinking, or due to other causes, such as an epidemic that spreads globally. Nobody likes getting sick. Anyone would want to always be in good health. Because the joy of the heart when healthy is sunnatullah (Al-Ju'aisin, 2003). Healthy in the view of Islam is healthy physically and mentally. Healthy birth is characterized by all physical components or the body functioning as it should. Meanwhile, mental health is the avoidance of spiritual and mental illness (Arifin, 2009). Likewise being healthy in the human body is a gift given by God to humans which includes physical health and mental health.

COVID-19 is an infectious disease caused by a new type of coronavirus with common symptoms of fever, weakness, coughing, convulsions and diarrhea (World Health Organization, 2020). In December 2019, a number of patients with mysterious pneumonia were reported for the first time in Wuhan, China. This virus has been named severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) and can move quickly from human to human through direct contact (Mo et al., 2020).

The incidence of COVID-19 cases continues to increase from day to day so that frontline health workers are increasingly stressed due to the increased workload, worrying about their health

and that of their families (Gorbalenya et al., 2020). One thing that can cause health workers to experience increased anxiety, one of which is the lack of personal protective equipment (PPE) in the workplace (Chen et al., 2020). Health workers are at risk of experiencing psychological disorders in caring for COVID-19 patients because of feelings of depression, the main cause of which is self-protection which is still lacking from the needs of health workers.

According to the World Health Organization (WHO) on April 6 2020, the number of sufferers in the world is 1,278,523 who are infected with COVID-19 cases. Of the 1.2 million positive cases of corona, 69,757 (5.46%) COVID-19 patients have died and 266,732 (20.9%) people have recovered from the total positive cases. Meanwhile in Indonesia, the latest data on the number of positive cases of the corona virus (COVID-19) still shows an increase of 2,491 cases. The death rate for COVID-19 patients also continued to increase by 209 people (8.39%) and 192 people (7.70%) recovered from the number of positive sufferers. From the comparison of these data, Indonesia is still experiencing an increase in the number of deaths and patient recovery rates.

To determine someone infected with COVID-19, a PCR swab examination is needed. Recent research results show that some cases can show persistent positive results even though they have no symptoms. Research in Korea showed that even though no virus was found to replicate 3 weeks after the first symptom onset, SARS-CoV-2 RNA was still detectable in RT-PCR specimens for up to 12 weeks. For survivors of COVID-19, the latest research also shows that there is a possibility for reinfection because the COVID-19 antibodies in the body are expected to disappear within 3 to 12 months. In April 2020, America's first confirmed case of reinfection with SARS-CoV-2 was reported. Therefore, even though he has been declared cured of COVID-19, he still has to follow the health protocol.

According to data from the Crisis Center of the Ministry of Health (2020), the highest number of sufferers or cases in DKI Jakarta Province is 1,232 positive cases, with 99 deaths and 65 people recovered, West Java province in second place with 263 positive cases, 29 deaths and 13 recoveries, and East Java in third place with 189 positive cases, 14 deaths and 38 recoveries. While South Sulawesi Province occupies the sixth position with 113 positive cases, 6 died and 19 recovered (Lai et al., 2020).

Law No. 23 of 2014 as a revision of Law no. 12 of 2008 concerning regional government and PP no. 38 of 2007 regulates regulations on the distribution of affairs between the government, provincial regional governments and district/city regional governments, as autonomous regions there has been a delegation of authority from the center to the regions including authority in the health sector. Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07/Menkes/413/2020 concerning guidelines for the prevention and control of COVID-19, instructs Regencies and Cities to be actively involved in assisting the central and provincial governments in treating patients exposed to COVID-19.

One important component that helps create a treatment system for patients exposed to COVID-19 in hospital services is Standard Operating Procedures (SOP). Conceptually, Standard Operating Procedures (SOP) is a concrete form of the application of quality management principles applied to an organization. Standard Operating Procedures (SOP) are guidelines that contain standard operating procedures within an organization that are used to ensure that every decision, step or action and use of processing facilities carried out by people within an organization has been running effectively, consistent, standard and systematic. Permenkes No.1691 of 2011 states that Standard Operating Procedures (SOP) are important in the management of hospitals, and must be maintained and functioning properly. To achieve this, good management is needed in related agencies, namely the logistics department starting from planning, budgeting, procurement, storage and distribution, as well as recovery and disposal.

According to WHO, which was later used as a reference by the Indonesian Ministry of Health (Depkes RI), the factors that influence a patient's recovery when undergoing treatment due to exposure to COVID-19 include hospital organization/managerial, teamwork, and work environment. Next are personal factors (knowledge, attitudes, motivation, and abilities), behavioral factors (cooperation, leadership, communication, supervision and training), and environmental factors (facilities and infrastructure, machinery, mechanics and cleanliness). Then WHO also emphasized the importance of Standard Operating Procedures (SOP) for the treatment of patients exposed to COVID-19 to become a reference in the process of treating patients exposed to COVID-19 (World Health Organization, 2016 & 2018).

In addition to the problems previously mentioned, patients exposed to COVID-19 also experience psychological problems such as stress, anxiety, fear, low self-esteem, anger, feelings of helplessness, excessive dependence on others, and the inability to think well. Psychological problems cause problems that include family problems, work, social relations with the environment, and other problems. In such a situation, the role of religion can be one of the treatments to reduce anxiety in patients exposed to COVID-19. Az-Zahrani (2005) said that a religious approach through religious therapy is very useful when dealing with feelings of worry, fear or indecision.

The WHO holistic health paradigm in 1984 agreed that health has four dimensions (physical, psychological, social and religious) which are equally important for a person's life. The condition of the patient who is suffering from the disease not only feels physically sick, but psychologically has also become sick, his mindset is disturbed, even his spiritual being is also affected by the pain. Aspects that must be considered to help heal patients are not only focused on the physical aspect, but also need to touch on other aspects such as the psychological, social, and religious dimensions.

The link between spirituality and the healing process can be explained by the holistic concept in nursing. Holistic services in question are, in providing health services all officers must pay attention to clients from all components such as biological, psychological, social, cultural and even spiritual. The following is a bio-psycho-social-spiritual model that is integrated in holistic nursing.

The holistic model is a comprehensive model that views various healthy responses to illness. In the holistic model, all illnesses contain psychosomatic, biological, psychological, social and spiritual components. Illness can be caused by bio-psycho-social-spiritual factors, as well as responses due to disease (Siti Annijat Maimunah, 2009).

Herbert Benson in his research found that a person's mental strength has a very big role in helping someone recover from various diseases. Whereas dhikr, namely certain formulas that are read repeatedly have the effect of curing various diseases (Sholeh & Musbikin, 2005).

Alfanita Nur Mukhlisoh in her research, the activities of implementing Islamic spiritual guidance at RSIA Pala Raya Tegal in its implementation are providing guidance with Islamic nuances in the form of giving life motivation, messages about patience, sincerity, trust and prayer. The trigger for the patient's healing lies not only in the patient's spirituality. But patients also need medical assistance and motivation for healing from within the patient.

Darwanti in her research, found the influence of spiritual guidance on reducing anxiety levels. After spiritual guidance, it was found that the level of anxiety decreased to moderate anxiety for 29 people (85.3%) and mild anxiety for 5 people (14.7%). Conducting spiritual guidance can help patients maintain control, help increase positive attitudes and can reduce dependence on medication (Sholihah, 2019).

Leo Agustino in his research said regional hospitals must be actively involved in the treatment of patients exposed to COVID-19. The bureaucratic structure, bureaucracy and disposition must be accompanied by appropriate prevention and handling strategies. Ayu et al in their research said that hospitals in the regions must be responsive to prepare treatment strategies for patients exposed to COVID-19 based on derivatives from the central, provincial and district governments (Agustino, 2020).

Based on the results of an initial survey conducted at Pancur Batu General Hospital, it was found that the death case data for COVID-19 patients had increased significantly. In 2020, 39 COVID-19 patients died, there was an increase, where as of July 2021 there were 53 patients (Accumulation January 2021-July 2021). The high mortality of COVID-19 patients occurs in the elderly (elderly) category with a weak condition due to co-morbidities.

Based on the results of the initial survey, it is also known that Pancur Batu General Hospital has Standard Operating Procedures (SOP) for the treatment of patients exposed to COVID-19. But seeing the high death rate and active patients at Pancur Batu General Hospital, raises the question of whether the Standard Operating Procedures (SOP) for the treatment of patients exposed to COVID-19 have been carried out or not carried out optimally. All hospital staff are truly committed to implementing Standard Operating Procedures (SOP) for the treatment of patients exposed to COVID-19.

Based on the results of the initial survey, it is known that Pancur Batu General Hospital has a spiritual officer. Based on the initial survey, it is known that chaplains already have a scheduled program in handling patients exposed to COVID-19. The high mortality rate and active patients at Pancur Batu General Hospital certainly deserve to be analyzed whether the spiritual officers at the hospital provide spiritual guidance services properly. So that patients exposed to COVID-19 who are undergoing treatment should always remember Allah SWT, always have good prejudice towards Allah SWT, and face this test with a sense of Patience, Effort and Tawakkal.

Based on the results of an initial survey that researchers conducted, Pancur Batu General Hospital also has spiritual service facilities for families and patients who are being treated in internal and intensive care rooms. This can be seen from the facilities available for spiritual services such as the existence of a pastoral care team, places of worship (chapel, prayer room), readings of the Divine word, and reflections that can be heard via microphones in every room. In addition, there is also a prayer garden that can be used at any time to get closer to God. Then there were those who took part as nurses and doctors in the room because there was collaboration with the Office of the Ministry of Religion in Deli Serdang. The existing facilities and infrastructure for this spiritual service have been fulfilled for all religions recognized in Indonesia, such as Islam, Catholicism, Christianity, Hinduism and Buddhism.

Based on the results of an initial survey that researchers conducted, at Pancur Batu General Hospital before the presence of COVID-19, spiritual service activities carried out by Muslim, Catholic, Christian, Hindu and Buddhist clergy had been running regularly. Scheduled activities are carried out in the form of visits to patient care rooms. The activities carried out include providing reinforcement through verses and nats, then praying together. This activity is not only intended for patients undergoing treatment, but also for families who look after patients. Before the COVID-19 situation, for Muslims, Catholics and Protestants, worship was held every Friday. This activity was attended by patients, patient families, and hospital staff. For Hindus and Buddhists, worship is also carried out on every religious holiday momentum, outside of the routine visit schedule which is also carried out. Hinduism and Buddhism are the same as Islam, Christianity and Catholicism, namely reciting verses, contemplating, then praying together.

## **Methods**

This type of research is qualitative research with a phenomenological approach, namely research that describes experiences or finds meaning from fundamental and essential things from phenomena, reality, and experiences experienced by the research object. This study also used a semi-structured interview method, namely in-depth interviews with informants so that they would know clearly and more deeply about the implementation of the management of COVID-19 patients based on Standard Operating Procedures and a Religious Approach at Pancur Batu General Hospital, Deliserdang Regency. A qualitative approach is used to obtain in-depth data, the data is definite data which is the value behind the visible data.

## **Results and Discussion**

### **Univariate analysis**

#### ***Policy Standards and Targets***

Based on the interview results, it was obtained an overview of the policies or SOPs in Pancur Batu General Hospital regarding the management of COVID-19 patients made by DIRYANMED, head of nursing, hospital committee, head of isolation room, PPI team and approved by the Main Director. The policies that have been established refer to the Technical Guidelines set by the Ministry of Health, so that all staff within the hospital environment are the targets of the policies that have been set. Especially for staff in the emergency room, COVID-19 isolation room, disinfection unit and patient transport staff. The policies that have been set do not only apply to patients who are hospitalized in isolation but also have SOPs that are implemented for self-isolation patients.

Not only that, all nurses are also involved in the socialization of SOPs for handling and caring for COVID-19 patients so that services at the hospital are maximized. Nurses have also been socialized and have been given circulars on regulations if COVID-19 is confirmed so that all components are considered not only patient problems but also confirmed staff problems.

#### ***Resources***

Based on the results of the interviews, it was obtained an overview of the availability of staff, both in number and competency, to carry out treatment activities or management of COVID-19 patients in the Pancur Batu General Hospital environment. The management or treatment of COVID-19 patients involves all units. For emergency room staff, isolation wards, cleaning service officers and security guards will be divided. So, all the staff on duty are competent and divided into schedules and will take turns treating COVID-19 patients.

The facilities needed to control COVID-19 are the availability of rapid test kits or antigens and PCR laboratories, negative pressure inpatient rooms, CCTV for isolation rooms, radiology and medicines for patients with confirmed COVID-19.

However, there is no PCR laboratory available at Pancur Batu General Hospital. Patients who underwent PCR swabs had to wait 3-5 days because the samples were sent to Medan. There are also frequent problems with medicines because of the large number of cases throughout Indonesia and their distribution from the Ministry of Health to the Health Service and from the Health Service to our hospitals, that is our obstacle in the process of serving COVID-19 patients.

#### ***Communication***

Based on the results of interviews obtained by Pancur Batu General Hospital in breaking the chain of the spread of COVID-19 in the Pancur Batu General Hospital environment, namely conducting good socialization and communication with patients and their families.

Well-coordinated socialization in the hospital environment by Pancur Batu RSU will greatly determine the consistency of the 5M movement in the Pancur Batu RSU environment and will help the patient's treatment process while being treated at Pancur Batu RSU. The socialization and treatment processes are not only carried out for inpatients who are confirmed to have COVID-19 but also for patients who will be self-isolating. Coordinating activities for controlling COVID-19 have also been running, both internally at Pancur Batu General Hospital and the Deli Serdang District Health Office. However, the quality has not been as expected, because coordination is only a formality in which extension activities seem to be the responsibility of health workers.

Coordination and socialization have been carried out between units both between inpatient, outpatient, radiology, laboratory, cleaning service and hospital security units, so that every activity in the hospital environment is carried out properly so that the transmission of COVID-19 in the hospital environment can be under control. All those involved in the hospital environment consistently implement 5M.

### **Service Duties and Responsibilities**

#### ***Spirituality***

Based on the interview results, it was obtained an overview that Pancur Batu General Hospital already has religious services in Indonesia as well as collaboration with spiritual institutions from Islam, Catholicism, Protestantism, Buddhism and Hinduism. This collaboration was created because of an understanding with the Office of the Ministry of Religion of Deli Serdang Regency.

Because the disease COVID-19 not only has a direct impact on physical and psychological health but has a significant impact on mental health due to increased stress and anxiety. Apart from patients, the staff on duty also sometimes feel uncomfortable and safe because they are afraid of being exposed, they also have anxiety because fear of bringing the virus home and causing the family at home to be exposed to COVID-19.

In addition to virtual spiritual services, Pancur Batu General Hospital also implements when every shift changes after a handover, the nurses will pray together, as well as with patients according to their religion. From the results of interviews conducted with spiritual officers who are Muslim, they said that patients and staff were reminded to always pray 5 times a day even though they have to be done in bed, do dhikr and always pray. Hoping for God's pleasure when an epidemic (COVID-19) occurs, of course by remembering it more through prayer, dhikr, praying and doing good deeds and still having to have faith in healing, there is no disease that Allah SWT has created, unless God has created a cure. Likewise, Protestant and Catholic Christians, are reminded to take part in worship virtually, or watch previous sermons on YouTube or daily reflections through applications on cell phones.

For Buddhism, the things that are reminded apart from always praying are always saying the name culture, the name dhamaya, the name sanghaya, and the name oumitoufo. And for those who are Hindus, they pray in the room by praying Om Hung Hrah Phat astraya namah, Om Atma Tatwatma suddha mam swaha, Om Om ksama sampurna ya namah, Om Sri Pasupatiya Hum Phat, Sriyambhawantu sukhabhawantu Purnambhawantu. Om Brahma Wisnu Iswara dewam, Jiwatmanam tri lokanam, sarwa jagat pratisthanam, suddha klesa winasanam.

### **Conclusion**

Pancur Batu General Hospital has standard and policy objectives regarding the management of COVID-19 patients made by DIRYANMED, head of nursing, hospital committee, head of isolation room, PPI team and approved by the Main Director. The policies that have been set

refer to the Technical Guidelines set by the Ministry of Health. The policies that have been set do not only apply to patients who are hospitalized in isolation but also have SOPs that are implemented for self-isolation patients. Pancur Batu Hospital during the COVID-19 pandemic provided spiritual services to all adherents of recognized religions in Indonesia the same as before the pandemic, but the implementation was carried out virtually. This service is not only done for patients but also for staff. Pancur Batu General Hospital in breaking the chain of transmission of COVID-19 conducts socialization and good communication with patients and their families. The availability of human resources, both in number and competence, to carry out treatment activities or management of COVID-19 patients in the Pancur Batu General Hospital environment is well available.

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