

An Overview of the Implementation of Sbar Communication Techniques in the Inpatient Room of Santa Elisabeth Hospital Medan Year 2024

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ABSTRACT

SBAR communication is a method used by medical personnel to convey information about the patient's condition. This technique is applied during the nursing handover process, also known as Hand Over, as well as when the patient is transferred to the inpatient room. The type of research in this study is descriptive with a quantitative research design, with a population of 67 respondents, the sampling technique in this study is purposive sampling. The instrument used is the SBAR technique communication observation sheet. Based on the results of direct research to respondents regarding SBAR technique communication (Situation, Background, Assessment, Recommendation), the overall results were good (100%). Based on the results of the study of the description of the application of SBAR communication techniques in the Inpatient Room of Santa Elisabeth Hospital Medan in 2024 with a total of 67 nurses, it was obtained Based on the SBAR communication technique of Nurses in the Inpatient Room of Santa Elisabeth Hospital Medan in 2024 with a good category of 67 respondents (100%).

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INTRODUCTION

SBAR communication is a method used by medical personnel to convey information about a patient's condition. This technique is applied during the nursing handover process, also known as Hand Over, as well as when the patient is transferred to the inpatient room (Kristyaningsih et al., 2023).

According to research by Erianti et al., (2022), the *Situation (S)* component includes information about patient identity, nursing problems, and diagnosis results. *Background (B)* describes the patient's medical history and the steps that will be taken to address the problem. *Assessment (A)* refers to conclusions regarding the problems the patient is facing, which are a response to the *Situation* and *Background*. *Recommendation (R)* contains an action plan to address the problems faced.

According to research by Rahma Hidayati et al., (2022), of the four components in SBAR, the *Background component* has not been implemented optimally. Fadlia's (2020) research based on observations of implementing nurses also showed that the *Background*

component was still lacking in terms of its implementation. The reason is that nurses tend to only focus on conveying the patient's general condition and nursing diagnosis, while other important information such as fall risk, nutritional status, supporting clinical data, elimination status, and the patient's allergy history are often overlooked.

Research by Tuti Handayani et al., (2024) cited a report from *the Joint Commission International* (JCI) and *the World Health Organization* (WHO) in 2020 which revealed that communication failures caused between 25,000 and 30,000 permanent disabilities in patients in Australia. This figure includes 11% of the total disability caused by communication failures in the application of the SBAR (*Situation, Background, Assessment, Recommendation*) communication method in health services.

According to the Patient Safety Incident Report (PSI) in Indonesia, there was an increase in the number of incidents from 2017 to 2019. In 2017, patient safety incidents were recorded at 3%, increasing to 5% in 2018, and reaching 12% in 2019. Based on the 2019 hospital report in Indonesia, Bali Province was recorded as having the highest percentage of patient safety incidents, namely 38%, while the lowest percentage was found in Gorontalo Province with 7%, and North Sumatra Province recorded the lowest figure of 0.5%.

According to research by Mulyanasari et al., (2024) several factors that influence the ineffectiveness of implementing SBAR communication in inpatient rooms include age, gender, education, length of service, and compliance. Motivation also plays an important role in influencing the lack of self-motivation to carry out established procedures. The attitude of nurses also greatly influences the success of SBAR communication, because nurses must be able to make the right decisions, which are influenced by their emotional condition or mood. Knowledge also plays a role, where nurses who have sufficient understanding are usually better able to carry out SBAR communication according to procedures, most of which are obtained through SBAR training in hospitals.

According to research by Rahma Hidayati et al., (2022) , to increase nurses' self-motivation, it is recommended that hospitals prepare SBAR communication SOPs, conduct regular evaluations of nurses providing care (PPA), and provide awards for achievements to encourage nurse motivation.

Meanwhile, research by Ahlon Naza et al., (2024) suggests that in order to improve nurses' attitudes in providing patient safety services, each health team needs to improve cooperation between members and provide good support, so that patients feel safer with the attitudes shown by health workers.

According to research by Watulangkow et al., (2020), to improve nurses' knowledge, the Head of the Room needs to monitor nurses' SBAR communication in the work room, and ensure that nurses participate in SBAR training during new orientation in the room.

According to Badrujamaludin et al., (2021) , SBAR training known as SISBAR (*Salam Introduction Situation, Background, Assessment , and Recommendation*) involves the Shift Manager and Team Leader. This activity begins with direct observation by filling out a form, followed by weekly evaluations of nurses by sending documentation of SBAR implementation. This training can also be done through SBAR counseling and *In-Service*

Training , which is an education and training program regarding SBAR shift reports (Mohamed et al., 2023).

METHOD

This research is a quantitative research with Descriptive. The population in this study were Inpatient Nurses at Santa Elisabeth Hospital Medan. Sampling using the *Purposive Sampling technique* . using the Vincent formula so that the sample in this study was 67 respondents. The data collection technique used an observation sheet regarding the application of SBAR technique communication, namely the observation sheet belonging to Sofia Wulandari (2021). Data analysis used univariate analysis with a result of 100%.

RESULTS

Demographic Characteristics

Table 5.1 Distribution of Respondents Based on Demographic Data (Age, gender, length of service, last education and having attended SBAR communication training) in the Inpatient Ward of Santa Elisabeth Hospital Medan in 2024

Age	<i>f</i>	%
17-26 Years	17	25.4
26-35 Years	37	55.2
36-45 Years	8	11.9
46-55 Years	5	7.5
Total	67	100
Gender	<i>f</i>	%
Man	5	7.5
Woman	62	92.5
Total	67	100
Years of service	<i>f</i>	%
<5 years	23	34.3
>5 years	44	65.7
Total	67	100
Education	<i>f</i>	%
D3 Nursing	19	28.4
Nurse	48	71.6
Total	67	100
Attending SBAR Communication Training	<i>f</i>	%
Yes	67	100
No	0	0
Total	67	100

Based on table 5.2 data obtained from 67 respondents based on the majority age of 26-35 years as many as 37 respondents (55.2%), age 17-26 years as many as 17 respondents (25.4%), and minority age 36-45 years as many as 8 respondents (11.9), and

age 46-55 years as many as 5 respondents (7.5%). Based on gender, the results obtained with male gender as many as 5 respondents (7.5%), and female gender as many as 62 respondents (92.5%). Based on work period, the results obtained <5 years as many as 23 respondents (34.3%), > 5 years as many as 44 respondents (65.7%). Based on education, the results obtained with D3 nursing education as many as 19 respondents (28.4%), Nurses as many as 48 respondents (71.6%). Based on participating in SBAR communication training, the results obtained by participating in training as many as 67 respondents (100%).

Table 5.2 Distribution of Respondents Based on SBAR (Situation) Technique Communication in the Inpatient Ward of Santa Elisabeth Hospital Medan in 2024

Situation	<i>f</i>	%
Enough	0	0
Good	67	100
Total	67	100

Based on table 5.3, data obtained from 67 respondents based on SBAR (situation) technical communication with a good category of 67 respondents (100%).

Table 5.3 Distribution of Respondents Based on SBAR (Background) Technical Communication in the Inpatient Ward of Santa Elisabeth Hospital Medan in 2024

Background	<i>f</i>	%
Enough	1	1.5
Good	66	98.5
Total	67	100

Based on table 5.4, data obtained from 67 respondents based on SBAR technical communication (background) with a good category of 66 respondents (98.5%), and a sufficient category of 1 respondent (1.5%).

Table 5.4 Distribution of Respondents Based on SBAR Technical Communication (Assessment) in the Inpatient Ward of Santa Elisabeth Hospital Medan in 2024

Assessment	<i>f</i>	%
Enough	1	1.5
Good	66	98.5
Total	67	100

Based on table 5.5, data obtained from 67 respondents based on SBAR technical communication (assessment) with a good category of 66 respondents (98.5%), and a sufficient category of 1 respondent (1.5%).

Table 5.5 Distribution of Respondents Based on SBAR (Recommendation) Technical Communication in the Inpatient Ward of Santa Elisabeth Hospital Medan in 2024

Recommendation	<i>f</i>	%
Enough	0	0
Good	67	100
Total	67	100

Based on table 5.6, data obtained from 67 respondents based on SBAR (recommendation) technical communication with a good category of 67 respondents (100%).

Table 5.6 Distribution of Respondents Based on SBAR Technique Communication Nurses in the Inpatient Room of Santa Elisabeth Hospital Medan in 2024

SBAR Engineering Communication	<i>f</i>	%
Not enough	0	0
Enough	0	0
Good	67	100
Total	67	100

Based on table 5.7, data obtained from 67 respondents based on SBAR technical communication with a good category of 67 respondents (100%).

Discussion

Overview of the Implementation of SBAR Communication Techniques in the Inpatient Room of Santa Elisabeth Hospital Medan in 2024

Based on the results of the study of SBAR nurse communication techniques in the inpatient room, good results were obtained at the Situation stage (situation) the nurse stated the patient's identity, stated the name of the doctor in charge, stated the patient's main complaint, the nurse explained the patient's nursing problems, and the nurse explained the patient's current condition, background (background) the nurse stated the nursing interventions that had been carried out, the patient's allergy history, the patient's medical history, the medications given to the patient, and the delivery of information to the patient's family, assessment (information) the nurse explained the results of the patient's vital signs, the results of the head to toe examination, the results of the patient's laboratory examination, identified changes in the patient's condition, and explained nursing that had not been resolved, recommendation (recommendation) the nurse stated the main nursing actions, recommended nursing interventions that needed to be continued, planned to refer the patient if necessary, contacted the doctor in charge of the patient and provided education to the patient and family.

The author assumes that communication using the SBAR technique carried out by nurses has been carried out well overall because nurses have a division of team tasks, and this is supervised by supervision, and where nurses have undergone training, nurses also have the responsibility to maintain the length of hospitalization and patient comfort in the room, so this encourages nurses to carry out communication actively, and there is still guidance from senior nurses to juniors when carrying out tasks.

The author's assumption is supported by Manalu et al., (2023) that there is guidance from seniors to juniors where increasing age will also increase the wisdom of a person's ability to make decisions, think rationally, control emotions and tolerate other people's views, thus influencing increased team performance.

The author's assumption is in line with Partini et al., (2022) that nurses who have participated in SBAR communication training are more likely to apply SBAR communication

well and as a person gets older, they will be more able to make decisions, be more able to think rationally, be more able to control emotions, and be more tolerant of other people's views.

The author's assumption is in line with Manurung et al., (2019) that shift work carried out with sbar communication involves good guidance and supervision as well as teamwork that is in accordance with the work of each member, making sbar communication run well. The author's assumption is in line with Watulangkow et al., (2020) who said that training and examples or role models from senior nurses can shape young adult nurses to have a good understanding of SBAR communication techniques.

CONCLUSION

Based on the results of the study on the description of the application of SBAR technical communication in the Inpatient Ward of Santa Elisabeth Hospital, Medan in 2024 with a total of 67 nurses as respondents, it was obtained that based on the SBAR technical communication of nurses in the Inpatient Ward of Santa Elisabeth Hospital, Medan in 2024, there were 67 respondents (100%) in the good category.

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