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## THE RELATIONSHIP BETWEEN EFFECTIVE COMMUNICATION OF THE SBAR METHOD AND THE IMPLEMENTATION OF HAND OVER AT CIMACAN HOSPITAL IN 2023

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### ABSTRACT

**Background:** Handover is a way of conveying and receiving something (report) related to the transfer of professional responsibility and accountability for several aspects. Handover will run smoothly if nurses can communicate effectively. Effective communication at handover is by using SBAR (Situation, Background, Assessment, Recommendation) communication where communication uses logical tools to organize information so that it can be transferred to others accurately and efficiently. **Methods:** This study used a cross-sectional design. The research population was all practicing nurses in the internal medicine nursing room at Cimacan Hospital in 2023, namely 60 people, with a total sample of 38 respondents taken using a proportionate stratified random sampling technique. The instrument used is a questionnaire to measure the effective communication of the SBAR method and the implementation of handovers. Data analysis was in the form of univariate and bivariate (chi-square test). **Results:** 21 respondents (55.3%) had effective communication in the SBAR method, 23 respondents (60.5%) carried out handovers well, and there was a significant relationship between effective communication in the SBAR method and the handover (pvalue = 0.011 <0.05). **Conclusion:** As many as 21 respondents (55.3%) had effective communication, and as many as 17 respondents (55.3%) had less effective communication. 23 respondents (60.5%) carried out the hand over well, and as many as 15 respondents (39.5%) carried out the hand over not well and there is a significant relationship between the effective communication of the SBAR method and the implementation of hand over at Cimacan Regional Hospital. **Suggestion:** Nurse managers should supervise and control the implementation of effective communication using the SBAR method.

**Keywords:** Effective Communication of the SBAR Method, Handover Implementation

### INTRODUCTION

The quality of service in a hospital depends on the human resources within it, one of which is the nurse who has direct contact with customers, namely patients. Good resource management is important to continue to improve and support the quality of nursing services. One of the qualities of service in a hospital can be demonstrated by the handover carried out by nurses. Irnawati et al (2023) stated that handover is a structured communication method between Health team members in reporting patient conditions so that patient safety can be achieved. Handover plays a role in as much as 80% of the problems that cause medical errors. Ineffective handover can result in many problems related to patients such as errors and violations in patient care safety, including medication errors, wrong operations, and patient death. This problem is an important concern and can be monitored through handover activities. The information transferred is related to the patient's clinical condition, needs, personal and social circumstances with the aim of conveying information and ensuring effectiveness and safety in patient care (D.Trinesa, 2020). Cimacan Regional Hospital has 4 rooms, namely the Anggrek, Flamboyan, Edelwies and Tulif rooms. Problems that often occur during handovers in the internal medicine inpatient installation at Cimacan Hospital include discommunication, so that advice from doctors regarding therapy or patient support examinations is missed during

handovers between nurse shifts and there are still passes that do not comply with the established SBAR method. according to the hospital's SOP.

## METHOD

This research uses a correlation research design using a cross-sectional time approach. This research was carried out at the Cimacan Regional Hospital, Cianjur Regency in August 2023. The population of this research was all 60 nurses in the internal medicine nursing room at the Cimacan Regional Hospital. The sample for this study was part of the 38 implementing nurses in the disease nursing room. The sampling technique in this research uses a proportionate stratified random sampling technique, namely a sampling technique from members of the population randomly and proportionally stratified (Riduan & Akdon, 2013).

**Table 1 Number of Proportions of Research Samples Per Room**

No.	Ward	Number of Population Per Room	Total Proportion Sample
1.	Anggrek	$\frac{16 \times 38}{60}$	10
2.	Flamboyan	$\frac{16 \times 38}{60}$	10
3.	Edelwis	$\frac{14 \times 38}{60}$	9
4.	Tulif.	$\frac{14 \times 38}{60}$	9
<b>Total</b>			<b>38</b>

In conducting this research, researchers must first obtain permission from the institution being studied, namely permission from the Cimacan Regional Hospital, Cianjur Regency. After that, researchers conducted research by emphasizing research ethics issues, such as informed consent, anonymity, confidentiality.

## RESULT

Effective Communication Relationship of the SBAR Method with the Implementation of Hand Over at Cimacan Regional Hospital in 2023", which was carried out on 38 implementing nurse respondents in the internal medicine inpatient installation at Cimacan Regional Hospital, Cianjur Regency. The following will explain the results of this research in a frequency distribution table, namely:

### Overview of Effective Communication SBAR Method

**Table 2 Frequency Distribution of Descriptions of Effective Communication of the SBAR Method among Executive Nurses at Cimacan Regional Hospital in 2023**

Effective Communication SBAR method	Frequency (F)	Percentage (%)
Effective	21	55,3
Less Effective	17	44,7
<b>Total</b>	<b>38</b>	<b>100</b>

Based on table 4.1, the results of research regarding the description of effective communication using the SBAR method among implementing nurses at Cimacan Hospital in 2023 showed that as many as 21 respondents (55.3%) had effective communication, and as many as 17 respondents (55.3%) had poor communication. effective

**Overview of the Implementation of Weigh-In (Hand Over)****Table 3 Frequency Distribution of Descriptions of Hand Over Implementation for Implementing Nurses at Cimacan Regional Hospital in 2023**

Hand Over	Frekuensi (F)	Percentase (%)
Good	23	60,5
Not good	15	39,5
<b>Total</b>	<b>38</b>	<b>100</b>

Based on table 3, the results of the research regarding the description of the implementation of handovers for implementing nurses at Cimacan Regional Hospital in 2023 showed that as many as 23 respondents (60.5%) carried out consideration well, and as many as 15 respondents (39.5%) carrying out the consideration is not good.

**Effective Communication Relationships SBAR Method with Implementation of Hand Over****Table 4 Frequency Distribution of Effective Communication Relationships with the SBAR Method Using Hand Over at Cimacan Regional Hospital in 2023**

Effective Communication SBAR method	Hand Over				Total	P Value		
	Good		Not Good					
	F	%	F	%				
Effective	17	81,0	4	19,0	21	100		
Less Effective	6	35,3	11	64,7	17	100		
<b>Total</b>	<b>23</b>	<b>60,5</b>	<b>15</b>	<b>39,5</b>	<b>38</b>	<b>100</b>		

Based on table 4, the results of research regarding the relationship between effective communication of the SBAR method and the implementation of handovers at Cimacan Regional Hospital in 2023, it was found that the majority of respondents who had effective SBAR communication carried out weighings well, namely 17 people (81.0%) and the majority of respondents who had less effective SBAR communication carried out poor hand over, namely 11 people (64.7%). Furthermore, based on the results of the Chi-Square statistical test,  $pvalue = 0.011 < 0.05$ , it can be concluded that  $H_0$  is rejected, meaning there is a significant relationship between the effective communication of the SBAR method and the implementation of hand over at Cimacan Regional Hospital.

**DISCUSSION**

Professionalism in nursing services can be achieved by optimizing the role and function of nurses, especially the role and function of independent nurses. This can be realized well through effective communication between nurses and with other health teams. One form of communication that must be improved in effectiveness is during shift changes/patient weigh-ins. Patient consideration (operating) is a technique or way to convey and receive something (report) related to the patient's condition. The patient's consideration must be carried out as effectively as possible by explaining briefly, clearly and completely about the nurse's independent actions, collaborative actions that have been carried out or not, and the patient's progress at that time. The information conveyed must be accurate so that continuity of nursing care can run perfectly. (Ratanto, 2023). From the results of this research, it was found that the majority of implementing nurses at Cimacan Cianjur Regional Hospital had carried out handovers well. This is because the Cimacan Regional Hospital itself has conducted training,

implemented and established SOPs for the implementation of the weigh-in. However, from the application of consideration, there are still implementing nurses who do not do it well, this can be seen from the large number of implementing nurse respondents who do it not well.

## CONCLUSIONS AND SUGGESTION

Based on the results of research that has been carried out regarding "the significant relationship between effective communication of the SBAR method and the implementation of handovers at Cimacan Hospital in 2023", with 38 respondents, the research results can be concluded as follows:

1. A total of 21 respondents (55.3%) implementing nurses at Cimacan Regional Hospital in 2023 had effective communication using the SBAR method.
2. A total of 23 respondents (60.5%) implementing nurses at Cimacan Regional Hospital in 2023 carried out the consideration well.
3. There is a significant relationship between the effective communication of the SBAR method and the implementation of handovers at Cimacan Regional Hospital in 2023 (pvalue = 0.011<0.05).

For the nursing management of RSUD Cimacan to supervise the implementation of SBAR method communication effectively during handovers, especially in the internal medicine room by providing education and training. For implementing nurses in the internal medicine ward at Cimacan Regional Hospital to implement SBAR communication during handover completely and clearly in accordance with standard operational procedures. It is recommended that future researchers conduct research on other factors related to the implementation of handovers among nurses in hospitals.

## REFERENCES

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