

EFEKTIVITAS PENERAPAN KOMUNIKASI SBAR DALAM PELAKSANAAN *HANDOVER* ANTAR SHIFT PERAWAT DI RUANG TULIP RS BHAYANGKARA TK. 1 R. SAID SUKANTO

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Abstrak

Komunikasi SBAR merupakan komunikasi yang ringkas dan terstruktur dalam melakukan penyampaian kondisi pasien antar tim medis. Penerapan komunikasi SBAR dapat menjamin komunikasi antar tim medis dan menurunkan angka kejadian *sentinel events*. Menurut survey yang dilakukan di Indonesia jumlah pelaporan insiden keselamatan pasien dari tahun 2015-2019 mengalami peningkatan. Penulis melakukan observasi, sebesar 62,50% perawat memiliki pengetahuan yang cukup, namun perilaku perawat dalam mengimplementasikan komunikasi SBAR dinilai kurang sebesar 25%. Penulisan ini bertujuan untuk mengukur efektivitas penerapan komunikasi SBAR dalam pelaksanaan *handover* antar shift perawat. Penulis melakukan pengambilan data dengan proses wawancara, observasi dan penyebaran kuesioner. Hasil observasi didapatkan, pengetahuan perawat mengenai komunikasi SBAR meningkat sebesar 100%, sikap perawat dalam melakukan komunikasi SBAR meningkat sebenar 87,50% dan perilaku perawat dalam menerapkan komunikasi SBAR meningkat sebesar 87,50%. Perawat dapat meningkatkan kemampuan menerapkan standar keselamatan pasien khususnya komunikasi efektif dengan metode SBAR.

Kata kunci: Komunikasi SBAR, Perawat, Timbang Terima

THE EFFECTIVENESS OF SBAR COMMUNICATION IN THE IMPLEMENTATION OF HANDOVER BETWEEN NURSE SHIFT IN THE TULIP ROOM OF BHAYANGKARA HOSPITAL TK. 1 R. SAID SUKANTO

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Abstract

SBAR communication is a concise and structured communication in conveying the patient's condition between the medical team. The application of SBAR communication can ensure communication between medical teams and reduce the incidence of sentinel events. According to a survey conducted in Indonesia, the number of reported patient safety incidents from 2015-2019 has increased. The author observed that 62.50% of nurses had sufficient knowledge, but the behavior of nurses in implementing SBAR communication was considered less than 25%. This writing aims to measure the effectiveness of the application of SBAR communication in the implementation of handovers between nurse shifts. The author collects data by interviewing, observing and distributing questionnaires. Observation results obtained, nurses' knowledge about SBAR communication increased by 100%, nurses' attitudes in SBAR communication increased by 87.50% and nurses' behavior in implementing SBAR communication increased by 87.50%. Nurses can improve the ability to apply patient safety standards, especially effective communication with the SBAR method.

Keywords: SBAR Communication, Nurse, *Handover*