


## The Correlation between the use of the SBAR Effective Communication Method and the Handover Implementation of Nurses on Patient Safety

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Article Info	ABSTRACT
<p><b>Article history:</b> Received December 18, 2022 Revised December 27, 2022 Accepted December 29, 2022</p> <hr/> <p><b>Corresponding Author:</b> Dewi Mulfiyanti Akademi Keperawatan Lapatau Bone, Indonesia Email: <a href="mailto:dewwimulfiyanti@gmail.com">dewwimulfiyanti@gmail.com</a></p>	<p>Background: Patient safety is a system implemented in hospitals with the aim of providing patient comfort in the treatment process. One of the effective communication methods is using the Situation Background Assessment Recommendation (SBAR) approach, this communication method is used when nurses carry out handovers to achieve critical thinking skills and save time during the treatment process. The SBAR approach has proven to be an effective communication tool in acute and urgent patient care settings. This review aims to find effective communication methods to reduce or reduce the number of patient safety incidents, improve service quality and improve the quality of nursing care. Purpose: To find out the relationship between the use of the SBAR effective communication method and the implementation of handovers on patient safety. Methods: Using a Literature review research design with the journal search method using the Google Scholar and Elsevier databases. Results: Researchers found 13 articles that met the inclusion and exclusion criteria. The results of the literature review show that effective communication using the SBAR approach can reduce errors in communication between health workers and health workers with patients so as to prevent unwanted events. Therefore, effective communication with the SBAR approach can also improve the quality of hospital services and increase patient satisfaction and effective SBAR communication plays an important role in the implementation of handover of patient safety. Conclusion: The results of a systematic literature review show that there is a relationship between the use of the effective SBAR communication method and the implementation of handovers on patient safety and the effective communication method with the SBAR approach is expected to become a communication method that can improve service quality, reduce patient safety incidents and prevent the occurrence of unwanted events, and can affect patient satisfaction and nurse loyalty.</p> <p><b>Keywords:</b> SBAR Communication, Acceptance, Patient Safety, Nurse. This article is licensed under a <a href="https://creativecommons.org/licenses/by-sa/4.0/">Creative Commons Attribution-ShareAlike 4.0 International License</a>.</p> 

### 1. INTRODUCTION

The quality of nursing services is the main indicator for the quality of health services and is one of the determining factors for the image of health service institutions in the eyes of the public [21]. The quality of nursing services is related to patient safety, which can affect a person's behavior in carrying out actions including the implementation of nurses and patient safety in communicating effectively, one of which is when nurses carry out handovers [8]

Patient safety is a system implemented in hospitals with the aim of making patient care safer. One of the goals of patient safety is to minimize the number of patient safety incidents (IKP) by implementing effective communication. One of the effective communication methods is the Situation Background Assessment Recommendation (SBAR) approach, where SBAR can be used to achieve critical thinking skills and save time during the patient care process. The SBAR approach has proven to be an effective communication tool in acute care settings at an urgent level [5]. Based on Permenkes Number 11 of 2017 regarding patient safety, it states that patient safety incidents are unintentional events and conditions that result in injury, where this can be prevented in patients, IKP consists of unexpected events (KTD), near misses (KNC), non-injury events (KTC), potential injury events (KPC), and sentinel or death [15].

SBAR communication is a way to overcome the factors that cause IKP (Patient Safety Incidents [12]. Communication failure has an impact on ineffective communication by nurses so that 80% causes malpractice incidents, increases operational costs, costs of healing care and hinders the process of providing nursing care. SBAR communication or Situation, Background, Assessment, Recommendation, this communication method is used when nurses handover patients. SBAR communication was effective in improving handover between shifts, involving not just one but all members of the healthcare team to provide input into patient situations. SBAR provides an opportunity for members of the health team to be able to discuss [7]. This theory supports research conducted by [9], obtained data by applying SBAR communication to nurses in carrying out handovers at Banjarmasin Hospital, of the 7 participants interviewed said that using effective communication with the SBAR communication method in carrying out handovers can facilitate work and facilitate accountability nursing answer.

Effective communication in professional nursing practice is a key element for nurses in implementing nursing care in achieving optimal results. One of the nursing activities that requires effective communication is handover and telephone communication [1]. Communication is the key to the transition process or often referred to as handover in the continuity of patient safety. Failure to communicate is mentioned as a major cause of sentinel events (unexpected and fatal events) (Bylund et al., 2012). According to research conducted by [13] at Padang Pariaman Hospital, the results obtained were that during the last three years the parameters obtained were patient safety with 15 incidents of adverse events (unexpected events), KNC (near miss) namely as many as 41 incidents, and KTC (non-injury events) there were 76 incidents. The results of his interviews with ten nurses, patient safety incidents were caused by inadequate infrastructure, one of which was the means for carrying out patient handovers, where there was no SPO (Standard Operating Procedure) and a communication framework in the handover process. the implementation of handover between shifts in the inpatient room is carried out based on existing traditions and does not yet have a handover framework. Inadequate or incomplete information in the handover process can certainly lead to errors such as forgetting to provide therapy, nursing actions that are not carried out in accordance with the plan that may not allow the patient's problems to be resolved, negligence and errors can result in the continuity of patient care that is not will proceed according to the procedure. This certainly can lead to patient safety incidents.

The transition process in service involves the transfer of information and service responsibilities. A nurse performs the transition of responsibilities and information between shift hours which is also known as the "shift shift" process, information with doctors and other health workers. Clear, complete, and adequate communication is the key to success in the scope of health services, therefore health service workers at hospitals can choose communication strategies that have been developed to ensure information accuracy [16]. Based on research [5] in the Griyatama Inpatient Room at the Tabanan Hospital, the results obtained showed that there was a strong influence in the application of the SBAR communication method with the effectiveness of carrying out handovers after the implementation of effective SBAR communication was very effective, especially in nursing and nursing services. health in general because it has an effect on the image of the hospital and the quality of service in general.

Patient safety goals are contained in PMK No.1691/MENKES/PER/VIII/2011 made with reference to nine patient safety solutions by WHO, this aims to encourage specific improvements in patient safety. Handover is included in the second target, namely to increase effective communication between health workers.

## **2. METHOD**

This research design uses Systematic Review. A systematic review study is a summary of various studies that have gone through various processes of searching, selecting, evaluating, and synthesizing to be able to answer a specific question that can be obtained from various sources such as books, journals, and the internet [3]. The data search strategy used to find articles needs to be described by analyzing the problem, with identification of questions that will be used as a basis for conducting a review using "PICOT". Population: nurses, Intervention: Use of the SBAR communication method in handover, Comparison: There is no comparison factor, Outcome: Effective SBAR communication will increase the effectiveness of the handover process and improve patient safety, Time: Last 5 years (2016) -2021).

The search process for research journals published on the internet uses Google Scholar and Elsevier with search keywords: SBAR communication, Handover, Patient Safety. The writing method for searching for journals is by entering keywords according to the writing title and conducting searches by searching for articles using keywords and boolean operators (AND, OR) or by adding the + symbol, which is used to search for articles with keywords that have been determined by writer. The data collection process was carried out by filtering based on the criteria determined by the authors of each journal taken. The criteria for collecting journals are research articles that discuss topics, research articles in English and Indonesian, and research designs used in journal searches: cross-sectional, phenomenology, and quasi-experimental.

## **3. RESULTS AND DISCUSSION**

National keywords : nurse, patient safety, effective communication, international keywords: nursing, patient safety, effective communication. 213 articles were obtained from all databases, 180 google scholar and 33 elsevier.

Then the selection was carried out according to the desired criteria for journal articles so that 13 journal articles were obtained that matched the desired criteria.

Overall the implementation of effective communication in both categories, differences in perceptions between medical personnel in receiving or reporting makes the main concern in implementing effective communities. This proves that the implementation of collaboration between doctors and nurses is lacking and should be a concern of the hospital to improve service and patient safety. Professional nursing practice standards with an emphasis on the SBAR method describe the process of overcoming problems that occur in patients that must be carried out in two directions (feedback), so that it is followed by repetition of sentences as a form of confirmation such as how to carry out, determine the time of implementation and follow-up must be conveyed with hope at the end talks. This aims to minimize misperceptions and actions [2]. Effective communication with the SBAR method facilitates nurses in interprofessional collaboration between doctors and nurses on patient safety. Effective communication in interpersonal collaboration as an effort to improve quality patient safety services based on research [23]. The application of effective communication in interprofessional collaboration practice (IPC), namely as an effort to improve service quality. Therefore, effective communication and collaboration need to be emphasized to ensure increased patient satisfaction and safety. Interprofessional collaboration is a strategy to achieve the desired quality results effectively and efficiently in health services. Communication in collaboration is an important element for improving the quality of care and patient safety [20].

Effective, responsible and mutually respectful communication between health workers is able to make the best contribution in collaborative relationships related to patient care. Effective communication between nurses and doctors is able to foster trust between these professions [18]. For this reason, it is necessary to have effective communication in the practice of interprofessional collaboration in order to improve the quality of service and patient safety. Effective communication is able to reduce errors in communicating between health workers and health workers with patients so that they are able to prevent undesirable events (KTD) and are able to improve the quality of care services and patient safety [6]. Interventions in the form of training and socialization related to effective communication are expected to be able to reduce errors in communicating between health workers, as well as health workers and patients, so that quality care services, patient safety and patient satisfaction can be achieved. Nurses must also be able to build communication skills and skills in practice so that they can function effectively in conducting nursing care with other interprofessional teams. Near misses (KNC) and non-injury (KTC) still occur, this can be an issue considering the incidents related to patient health. Based on research (Fitria, 2017) in improving effective communication in patient safety, the application of this principle can provide input for nurses and other health workers to further improve how to communicate effectively in maintaining patient safety. Safety in hospitals, namely: patient safety, worker or health worker safety, building and equipment safety in hospitals that can have an impact on patient and staff safety and environmental safety, these five aspects are important to implement in every hospital [4].

Poor communication is the cause of side effects from all aspects of health services. The relationship between communication factors and patient safety incidents according to [16] says that there is a relationship between nurse communication factors and patient safety incidents. Communication is a determinant of the success of the nursing process in reducing errors that can result in patient safety incidents when implemented. Communication is very important in the process of nursing care if the nurse uses good and effective communication by checking the patient's identity before taking nursing actions will make the patient trust the nurse besides that it can avoid unwanted events [11]. Improve communication between nurses and nurses, nurses and patients when providing nursing care in minimizing the number of patient safety incidents that can occur as a result of errors in communication.

Based on research related to the influence of the effective SBAR communication method on the effectiveness of patient handovers, it shows the ability of each nurse to apply the SBAR method. Effective communication in professional nursing practice is considered a key element for nurses in implementing nursing care in achieving optimal results. One of the nursing activities that requires effective communication is handover and telephone communication [12]. Effective, timely, accurate and complete communication clearly understood by the recipient will reduce errors and result in increased patient safety. Understanding effective communication with SBAR techniques in hospitals, namely regarding the knowledge of nurses understanding the impact of SBAR techniques after being implemented in hospitals and the ability of nurses to communicate effectively with SBAR techniques. If the ability to communicate with SBAR techniques is good but not encouraged by hospital policies, nurses will automatically neglect to undergo SBAR communication [17].

According to [9] said that the main informants in this study were 4 executive officers who were responsible for carrying out patient safety target programs in each unit occupied. Observations made showed the implementation of 2 patient safety goals, namely the use of high alert drugs and the target for precise location, while other targets have not achieved maximum results. Increase self-awareness and cultivate habits in carrying out patient safety goals in accordance with existing policies and programs [9]. This will also not reach optimal if only with the hard work of nurses, but supported by infrastructure, hospital management and other health workers [23].

Effective communication is an important component during a public health emergency to promote nurse willingness to care for patients. Based on research by [8]. Poor communication is the most common cause of side

effects in all aspects of health services, giving rise to problems in patient safety, this has the potential for patient safety incidents to occur. There are Wawa Husada Hospitals in Malang Regency in 2017, until 2018 events that often occur in inpatient, outpatient, laboratories, operating rooms and emergency rooms. Based on Permenkes Number 11 of 2017 concerning patient safety, patient safety incidents are any accidental events and conditions that result in preventable injury to patients, IKP consists of unexpected events (KTD), near misses (KNC), non-injury events (KTC), potential injury incidents (KPC), and patient safety incident sentinels (IKP) can be minimized. The provision of safe services must be based on an understanding of hospital patient safety material that refers to international standards on the Joint Commission International (JCI) [14].

#### 4. CONCLUSION

Effective communication with the Situation Background Assessment Recommendation (SBAR) approach can reduce errors in communication between health workers and health workers with patients so as to improve patient safety and prevent unwanted events. SBAR effective communication can also improve hospital quality services and increase patient satisfaction which can impact on nurse loyalty, thereby reducing the incidence of turnover in health services.

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