

**SBAR COMMUNICATION ROLE PLAY METHOD TO IMPROVE
HANDOVER CAPABILITY IN INTERNAL PATIENT TRANSFERS
IN THE INPATIENT ROOM****Whilis Handayani*, Luky Dwiantoro, Chriswardani Suryawati**

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*whilwhol09@gmail.com**ABSTRACT**

Hospitals are an integral part of a social and health organization that has an important role in realizing optimal public health status. The quality of service in the hospital can be seen from the hospital's readiness to implement a patient safety culture. Patient transfer is a series of patient handover activities between nurses and fellow nurses or other health teams. Communication carried out by nurses at the time of handover has a very important role. The purpose of this study is to be able to apply nursing service management innovations, especially in the field of nursing managerial in accordance with the development of science and technology. The sampling technique in this study is a non-probability technique of purposive sampling where sampling is based on predetermined criteria. The data collection process uses interview and observation data by filling out observation sheets. The next stage of the data from the results of the questionnaire and observations was carried out a root cause analysis by assessing man, money, method, machine, material, and environment. the results of the root cause analysis with the fishbone analysis method. The research was conducted at one of the X Hospitals in Semarang, the implementation began on September 21, 2023 to October 21, 2023. The results of the assessment then analyzed using CARL showed a result of 192 which stated that the application of SBAR communication in the internal transfer of patients was less than optimal and the value of 144 showed less than optimal implementation of nursing care. Effective communication roleplay innovation is one of the effective efforts in carrying out the SBAR handover method in the internal transfer of patients in solving the problems that occur in hospital X Semarang City. Effective communication roleplay innovation can improve the ability of the head of the room and team leader in carrying out handover using the SBAR method according to standards and effective in improving communication during handover.

Keywords: handover; roleplay; SBAR

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INTRODUCTION

Hospitals are an integral part of a social and health organization that has an important role in realizing optimal public health status. The quality of service in the hospital can be seen from the hospital's readiness to implement a patient safety culture. One of the nursing service activities that have an impact on patient safety is patient transfer (Rosenberg A, 2018). Patient transfer is a series of patient handover activities between nurses and fellow nurses or other health teams. 1. Communication carried out by nurses during handover has a very important role in further treatment and also affects the patient's healing process (Figueiredo 2019) The implementation of handover during patient transfer from one unit to another has the risk of important information about care not being communicated (Padget, 2018) Good communication not only improves the service received by patients, but can also prevent patients from potential harm due to miscommunication (Gu W, 2021).

Recognizing the potential impact that can be caused by a poor handover process during the transfer, it is necessary to create a policy and standards in communication to improve patient safety during transfer (Tobiano G, 2020). Effective communication can be achieved through the use of structured tools that guide information transfer, such as the SBAR (Situation, Background, Assessment, Recommendation) method (Febri W, 2020) SBAR is one method to improve patient safety in care transition situations (Müller M et al, 2018) Based on the results of the assessment and interviews with managers at RSIA Sultan Agung, which lasted for 6 weeks, namely on September 13 to October 19, 2023, it was found that the hospital had used SBAR as a guideline in implementing handover. But in its implementation, the SBAR method of communication has not been fully implemented, especially during patient transfer. This requires breakthrough innovation as a solution and the involvement of various related parties so that nursing management in hospitals, especially related to SBAR communication during patient transfer, can be implemented optimally (Yu M, 2017).

Researchers are required to be able to apply innovations in nursing service management, especially in the field of nursing managerial in accordance with the development of science and technology. One application of innovation in improving nurses' understanding and ability to use the SBAR method is to role play the SBAR method. Role-play is an effective learning method in improving communication skills in health workers. SBAR workshops using videos and role plays have been shown to significantly improve knowledge of SBAR and self-recognition attitudes. Therefore, this study aims to be able to apply innovations in nursing service management, especially in the field of nursing managerial in accordance with the development of science and technology, SBAR-based role-play can be used as an educational method to improve communicative competence (Wianti, 2021). It is hoped that this application activity can support the achievement of professional nursing care.

METHOD

This research has obtained permission from Hospital X in Semarang and in its implementation uses the principles of expediency, anonymity, guarantees confidentiality, and in its implementation uses a changing model. The research was conducted at one of the X Hospitals in Semarang, the implementation began on September 21, 2023 to October 21, 2023. The sampling technique in this study is a non-probability technique type purposive sampling, namely where sampling is based on predetermined criteria. The data collection process uses observation data by filling out a questionnaire that has been tested for validity and reliability. This research begins with data review, identification, analysis, problem prioritization, Plan of Action (PoA), implementation, and evaluation. The results of data analysis which are problem priorities are analyzed using fishbone analysis. The strategy for solving the fishbone analysis was completed by drafting a Plan of Action (PoA). The problem-solving strategy in the PoA was carried out by compiling guidelines and SPO handover SBAR method in the internal transfer of patients. (Frisca S, 2022)

RESULTS

The results of the study were obtained through a data collection process using observation methods and questionnaire sheets with a sample of 17 nurses. The results of the assessment using CARL showed a result of 192 which stated that the application of SBAR communication in the internal transfer of patients was less than optimal and the score of 144 showed less than optimal implementation of nursing care. The data obtained has been scored as a way to determine the priority of the problem. The analysis results show that the problem is a priority. The next stage of questionnaire and observation data is carried out root cause analysis by assessing man, money, method, machine, material, and environment. The following are the results of the root cause analysis using the fishbone analysis method.

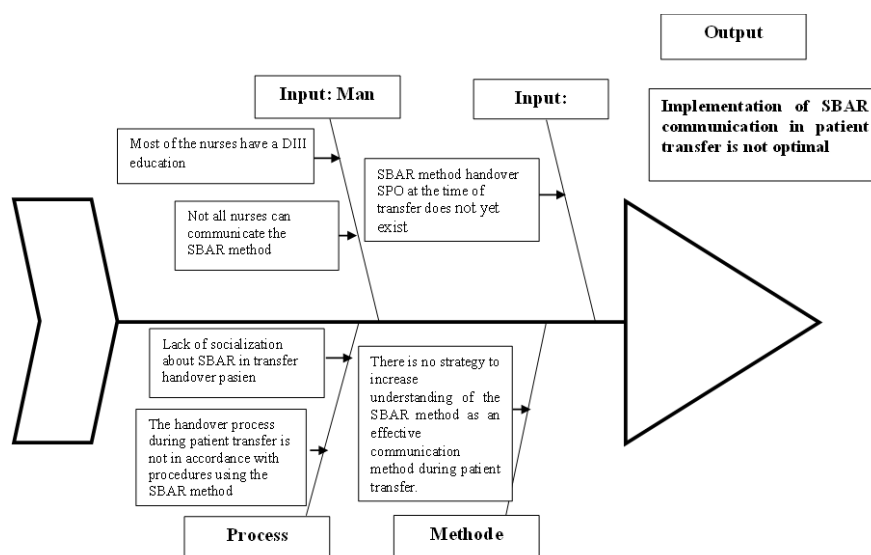


Figure 1. Fishbone Analysis

The results of the analysis using fishbone showed that the problem that can be identified is the planning function of the SBAR handover method. The problem solving process is carried out by means of a management function approach, using a management function consisting of five parts, namely POSAC (Planning, Organizing, Staffing, Actuating, and Controlling). The planning stage involves the creation of a role play training module on the SBAR method of internal patient transfer. The SBAR method handover module contains a training guide that will be given to inpatient room care. Organizing and staffing stage. Activities carried out include coordination activities with the head of the room in the implementation of nursing care, team leaders and implementing nurses related to refinement in making guidelines. Standard operating procedures, forms, and role play training guidelines for the SBAR method of implementing internal patient transfers. The involvement of parts from the top manager level to the implementing nurses is important to be able to share related to the adjustment of innovation products, so that innovation products can be in accordance with applicable policies in the hospital. The purpose of involving the head of the room and the implementing nurse in the process of making innovative products is to maximize the tools that will be used in carrying out the SBAR handover method (Efendi K, 2022).

The actuating stage is an activity in helping to direct or socialize the contents of guidelines, standard operating procedures, handover forms and roleplay to inpatient nurses at Hospital X in Semarang. Socialization activities can be carried out in other inpatients and outpatients with the aim of exposure to information and change plans that will be carried out and developed by the hospital. Controlling is the last stage which means controlling which has a function by evaluating the team leader's ability to carry out the SBAR handover method and evaluating the progress of innovation. Researchers conducted evaluations of 17 heads of rooms and team leaders in inpatient room X. Data collection was carried out by observation and questionnaire sheets. The results of data analysis showed that 87.65% of nurses performed handovers using the SBAR method in the internal transfer of patients with good communication implementation.

DISCUSSION

Communication is very important in hospital service activities, one of which is communication between Professional Caregivers (PPA) during handover of internal transfers. Handover during internal patient transfer is very influential on patient safety. Insufficient and inaccurate information during the internal transfer of patients can result in delayed treatment

of patients, errors in the provision of nursing care, and other risks that can cause unexpected events. Effective communication needs to be done so that handover activities can run well and all information about the patient can be conveyed. One of the effective communication methods is the SBAR method. SBAR is an effective communication method that becomes a reference in reporting patient conditions during patient transfer (Damanik, D, 2022). The SBAR method handover is carried out to improve patient safety. The SBAR communication method designed in the innovation project has four components in it, namely situation, background, assessment and recommendation (Rachmah R, 20218). The first component is Situation which is information containing patient identity such as name, age, medical diagnosis, DPJP name, and nursing diagnosis. Background is the second component that conveys information containing treatment history and previously performed actions such as supporting examinations. The third component is assessment, which contains physical examination, fall risk, psychology, and vital signs. Recommendation is the last component suggested by the PPJA (Professional in charge of care) for the next shift or treatment (Nur S 2021).

The application of the SBAR communication method handover has been carried out by Rachmah 2018) related to the effectiveness of handover and patient safety with the result that of the 42 executive nurses studied, SBAR method handover activities can improve patient safety. The benefits felt by the executive nurses felt during the SBAR method handover. can be felt, namely the process of delivering information using SBAR forms and communication (Rosenberg A, et al 2018). The handover process can be conveyed clearly and organized. Based on the results of a systematic review of the benefits of SBAR communication conducted by (Tatiwakeng et al.2021), it shows that the implementation of handover using SBAR communication is effective. Implementation of handover using the SBAR method can improve effective communication in nursing services. (Tatiwakeng et al.2021) The use of the SBAR method during handover can clarify the information received during the handover process on the next shift that receives the task so that it can increase the satisfaction of nurses both providing information and receiving information at handover, a positive impact related to job satisfaction and performance while using the SBAR handover method (Dewi R, 2018). Nurses will feel satisfied, because it is easy, structured and efficient in the process of conveying information when doing handover (Astuti, N 2019). Satisfaction of nurses at work will have an impact on improving performance so that there is an increase in the quality of nursing services (Padgett TM, 2018). The application of caring when doing handover with SBAR communication is needed. Nurses convey information not in a hurry, so that the message to be conveyed can be received properly (Pasaribu Y, 2020).

A summary of the patient's condition summarized using the SBAR method form can be used as a team leader's note during a visit with a doctor regarding the patient's condition. The handover form is designed to make it easier to know the patient's condition and important patient interventions that will be carried out, so that it can facilitate nurses in reviewing actions that have been and will be carried out. The structured and efficient pattern on the form made related to the SBAR method handover makes it easy for nurses to convey information during handover so that the time used is more (Azmi CU 2019). Based on the assessment conducted in the inpatient room, data obtained that the implementation of SBAR communication during patient transfer is still not optimal. The data obtained that the implementation of handover, especially verbally, has not been conveyed completely. Hospital X already has a Standard Operating Procedure (SPO) regarding handover with the SBAR method, but it has not been carried out in accordance with the existing SPO (Artatia A, 2019).

Various trainings have often been conducted to improve nurses' ability to communicate using the SBAR method. But there are still many nurses who have not been able to apply SBAR method communication appropriately (Loetfia Dwi, 2019). Seeing this phenomenon, SBAR communication researchers. Role play SBAR method is an innovation to improve nurses' communication skills. With frequent nurses demonstrating and role playing with SBAR method communication, nurses will get used to and easily apply SBAR method communication in every handover implementation, especially during internal transfers (Jay C, et al, 2021). The activity began with the preparation of the module and was equipped with an assessment observation sheet. Then, a role play training on hand over SBAR method was conducted. On the next day, mentoring was continued to the head of the room in inpatient room X. Evaluation of the results obtained is that the head of the room and PPJA are able to implement the application of role play handover with SBAR method communication in accordance with the SPO provided. Then students propose to make policies that can be applied in the room to improve nursing quality (Kalfi S, 2020).

CONCLUSION

Effective communication roleplay innovation is one of the effective efforts in conducting SBAR method handover in internal patient transfer in solving problems that occur in hospital X Semarang City. Effective communication roleplay innovation can improve the ability of the head of the room and team leader in carrying out handovers using the SBAR method according to standards and is effective in improving communication during handover.

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