



## ANALYSIS OF IMPLEMENTATION OF THE BEDSIDE SBAR HANDOVER METHOD WITH PATIENT SATISFACTION

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### ABSTRACT

The implementation of bedside handover can make patients actively involved in handover activities, so that there is effective communication practice by nurses to patients. The development of bedside handover is considered to increase patient satisfaction. Objective: Based on this phenomenon, this research was conducted to find out whether the implementation of bedside handover is related to patient satisfaction at the Graha Amerta Installation at RSUD dr. Soetomo. This research uses a quantitative research design with a correlation research design and a cross-sectional approach. This research was conducted at 4th and 5th Floor of Graha Amerta RSUD Dr. Soetomo Surabaya in January – April 2024 with a sample of 40 patients determined through consecutive sampling. Based on the research results, the Spearman Rho statistical test results obtained a value of  $p = 0.022$  or  $p < 0.05$ , which means there is a relationship between the implementation of the SBAR bedside handover method and nurse satisfaction at Graha Amerta Dr Soetomo Hospital Surabaya. The results of the Spearman Rho statistical test obtained a correlation coefficient value of 0.361. The higher the level of implementation of the SBAR bedside handover method, the higher the patient satisfaction at Graha Amerta RSUD Dr Soetomo Surabaya.

Keywords: bedside handover; BA; SBAR

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## INTRODUCTION

Communication is a two-way process of conveying messages, both verbally and non-verbally, to equalize the perceptions of the sender and recipient (Kullberg et al., 2018). The communication carried out by nurses routinely is patient acceptance (handover). Handover or consideration should be carried out as effectively as possible with a clear and complete description of the nurse's independent actions and collaborative actions that have/have not been carried out (Rahmatulloh et al., 2022). Acceptance activities can run smoothly if nurses have implemented effective communication. Effective communication during consideration is by implementing SBAR (Situation, Background, Assessment, Recommendation) communication, namely communication that is carried out using logical tools to organize information so that it can be transferred to other people accurately and efficiently (Shafira & Dhamanti, 2023). The application of the SBAR method in patient handover has been proven to improve patient safety (Simamora & Fathi, 2019).

Based on the results of Root Cause Analysis (RCA) conducted in Australia, communication is one of the top contributors to medical errors related to patient satisfaction (Marshall et al., 2019). Patient handover activities at the bedside are recommended as nursing activities that can improve the quality of information exchange between shifts (Tobiano et al., 2018). The Joint International Commission and the agency for healthcare research and quality (2016) have recommended bedside handover as a method for shifting handover shifts because it is

associated with reducing the risk of patient falls and medication errors (Gozlu & Kaya, 2016), as well as improving documentation of nursing care (Chien et al., 2022). The application of bedside handover can make patients actively involved in handover activities, so that there is effective communication practice by nurses to patients (DeCelie, 2020). Developing the traditional handover process into a bedside handover by nurses can increase patient satisfaction because carrying out bedside handovers allows patients to ask questions, and nurses can provide information regarding treatment plans so that patients understand better and increase patient satisfaction (Ghosh et al., 2021).

Based on the results of observations at dr. Soetomo Hospital in January, nurses had implemented a handover using the SBAR technique but had not yet found a bedside handover technique. Nurses tend to carry out handovers during shift changes at the nurse station and not near the patient. The results of the preliminary study show that in 2022, there will be discrepancies in patient identification during weigh-ins between nurses because they are not carried out beside the patient but are carried out at the nurse station, where this could actually be avoided if bedside handovers were carried out. Based on this phenomenon, this research aims to find out whether the implementation of bedside handover is related to patient satisfaction at RSUD dr. Soetomo.

## **METHOD**

This research uses a quantitative research design with a correlation research design and a cross-sectional approach. This research was conducted at 4th and 5th Floor of Graha Amerta RSUD Dr. Soetomo Surabaya in January – April 2024. The population in this study were all patients served at Graha Amerta, 4th and 5th Floor of Graha Amerta RSUD Dr. Soetomo Surabaya totaling 1050 patients (an average of 35 patients per day). The number of samples in this study was 40 respondents who were determined using consecutive sampling techniques. This research use spearman rho test to determine that is a relationship between patient satisfaction and bedside handover using SBAR. The inclusion criteria are: productive male or female aged 15 – 64 years, cooperative, inpatient, able to communicate and read and write well. Meanwhile, the exclusion criteria in this study: patients have mental disorders as proven by the patient's medical record status, a condition of decreased consciousness or a critical condition in the patient that makes it impossible to be involved. The instrument of patient satisfaction was developed and has passed the ethical test with ethical number 1510/LOE/301.4.2/XI/2023 at RSUD Dr. Soetomo. The patient satisfaction value is interpreted using a value category scale:

- a. Dissatisfied: <56%
- b. Somewhat satisfied: 56-75%
- c. Very satisfied: 76-100%

## **RESULTS**

Based on table 1, it is known that the majority of respondents were in the age group >50 years, namely 20 respondents (50%). A total of 21 respondents had a high school education (52.5%) and 25 respondents (62.5%) were women. The length of treatment for patients at the Graha Amerta Installation on Floors 4 and 5 is 1-7 days, namely 31 respondents. The majority of handover implementations were appropriate, namely as many as 34 respondents had implemented SBAR using the bedside handover method. As many as 26 patients (65%) stated that they were very satisfied with the nursing services at the Graha Amerta Installation, Floors 4 and 5, RSUD Dr. Soetomo Surabaya.

Table 1.  
Characteristics of Patient Respondents (n=40)

Characteristic Variables	f	%
Gender		
< 30 Years	2	5
30-39 Years	6	15
40-49 Years	12	30
>50 Years	20	50
Education		
High School (SMA)	21	52.5
Bachelor degree)	19	47.5
Gender		
Man	15	37.5
Woman	25	62.5
Length of Treatment		
1—7 days	31	77.5
7—14 days	9	22.5
SBAR implementation		
It is not in accordance with SBAR compliant	6	15.0
	34	85.0
Patient Satisfaction		
Quite satisfied	14	35.0
Very satisfied	26	65.0

Table 2.  
The relationship between the implementation of the SBAR bedside handover method and patient satisfaction

SBAR Bedside Handover	Patient Satisfaction				Total		Spearman Rho Test	
	Quite Satisfied		Very Satisfied		N	%	p	r
	f	%	f	%				
Not in accordance with	5	12.5	1	2.5	6	15.0	0.006	0.426
In accordance	9	22.5	25	62.5	34	85.0		

It is known that of the 40 respondents, the majority, namely 27 respondents or 79.4%, had implemented the SBAR bedside handover method and had nurse satisfaction in the high category. The results of the Spearman Rho statistical test obtained a value of  $p = 0.022$  or  $p < 0.05$ , which means that  $H_1$  was accepted and  $H_0$  was rejected, so it can be interpreted that there is a relationship between the implementation of the SBAR bedside handover method and nurse satisfaction at Graha Amerta RSUD Dr Soetomo Surabaya. The results of the Spearman Rho statistical test obtained a correlation coefficient value or  $r = 0.361$ . The  $r$  value indicates the close relationship between the implementation of the SBAR bedside handover method and nurse satisfaction, which is in the moderate category. The positive correlation coefficient value shows that the close relationship between the implementation of the SBAR bedside handover method and nurse satisfaction is directly proportional. The higher the level of implementation of the SBAR bedside handover method, the stronger the satisfaction of nurses at Graha Amerta RSUD Dr Soetomo Surabaya.

## DISCUSSION

### Implementation of SBAR Handover

Based on the research results, it is known that of the 40 respondents, the majority, namely 85%, have implemented the SBAR bedside handover method. Only a small percentage of respondents, 15%, were not suitable for implementing the SBAR bedside handover method. Consideration, according to (Ayatulloh et al., 2021), is a way to submit a report about the client's situation. The process of transferring a patient from one nurse to another is known as handover. Handovers are performed to provide timely and accurate information about the

patient's nursing plans, therapy, current conditions, and possible changes. According to the Australian Commission on Safety and Quality in Healthcare (Standard, 2012), bedside handover is a method of consideration during the transfer of care between shifts which is carried out at the patient's bedside. Through the bedside handover approach, nurses can ensure patient safety conditions which include the patient's environment and medical equipment besides the patient functioning well and ensuring that medication therapy is given according to the program (Piper et al., 2018). With this, it can be ascertained that the implementation of bedside handover aims to ensure patient safety, as well as prevent the provision of incorrect information (Ma'ruf Mahendra et al., 2022). However, in implementing bedside handover, effective communication is needed such as the implementation of SBAR in bedside handover. The implementation of SBAR in bedside handover has the same goal, namely to ensure that communication between nurses and between shifts regarding patients must be carried out face-to-face and involve patients as subjects of nursing care. SBAR communication can be used as a standard communication tool used by nurses to accelerate treatment decisions related to patient conditions and increase nurse motivation in working as well (Saefulloh, Pranata and Mulyani, 2020).

Researchers assume that the SBAR bedside handover method can prevent incorrect information and patient safety. Even so, there are still some nurses who have not implemented the bedside handover procedure with the SBAR method. Assessment of the optimality of the implementation of the SBAR bedside handover method can be the basis for implementing nurse handovers. The existence of a small part of the implementation that is not appropriate can be related to the lack of compliance of nurses, lack of understanding of nurses on duty, there is an urgent situation that cannot be done such as emergency conditions. Due to the limitations in this study, further research is needed regarding nurse compliance with the implementation of the SBAR method bedside handover.

### **Patient Satisfaction**

Patient satisfaction is one of the goals for improving the quality of health services because patient satisfaction is the output of the "outcome" of health services. Patient satisfaction is the level of patient feelings that increase as a result of the health service performance that patients receive after comparing it with their estimates (Batbaatar et al., 2017). Very satisfied is a subjective measure of the results of an assessment of the patient's feelings which describes health services that fully or largely meet the patient's needs or desires, such as very clean (facilities), very friendly (relationships with doctors or nurses), very fast (administrative processes, etc.), all of which represent the highest level of quality. Patient satisfaction is also a major indicator of a hospital's standards in measuring service quality. This satisfaction variable will have an impact on the number of visits which will later affect the existence of a hospital (Marlina & Ramadhani, 2021; Suciati et al., 2023).

Researchers assume that patient satisfaction can be interpreted as the fulfillment of needs obtained from the experience of carrying out work activities or getting something according to the desired or needed needs. Very satisfied is a subjective measure of the results of the patient's assessment of feelings that describe health services completely or mostly according to the patient's needs or desires, such as very clean (facilities), very friendly (relationships with doctors or nurses), very fast (administrative processes, and others), all of which describe the highest level of quality (Lestari et al., 2021). Level of Nurse Satisfaction at Graha Amerta RSUD Dr. Soetomo Surabaya. Based on the results of the study which stated that the majority of nurse satisfaction was in the high category. However, a small number of respondents were still found to be in the moderate category. The parameters of nurse satisfaction include job

satisfaction, reward satisfaction, satisfaction with superior supervision, satisfaction with coworkers, and satisfaction with promotions, the majority of which are in the good category.

### **Relationship between SBAR Implementation and Patient Satisfaction**

Implementation of the SBAR bedside handover method is related to patient satisfaction. The relationship between the implementation of the SBAR bedside handover method and patient satisfaction has a fairly strong and positive strength. The implementation of the SBAR bedside handover method will increase patient satisfaction. Research conducted by Marlina, showed that there was a significant difference between patient satisfaction with traditional patient handovers and bedside handovers (Marlina & Ramadhani, 2021). The handover method currently used uses SBAR communication and bedside handovers. Traditional handovers in their implementation still carry out handovers at the nurse station, which causes various obstacles such as unfocused information, long time, errors in receiving messages that result in misperceptions, making them less effective and efficient (Riyanto, 2022). The handover method carried out during shift changes is not in accordance with the SOP for carrying out handovers using bedside handovers. When viewed based on the results of observations, researchers found that the assessment of service quality and service efficiency as well as the level of success or providing an overview of service status can be seen from the indicator of the level of utilization of service facilities, one of which is the Bed Occupation Rate (BOR) (Gu et al., 2019).

The implementation of bedside handover according to procedures has provided a satisfactory effect on patients as in the study by Marlina (Marlina & Ramadhani, 2021). Tobiano found three categories that were obstacles in the implementation of bedside handover, namely censoring sensitive messages, disrupting communication flow, and inhibiting characteristics (Tobiano et al., 2018). Nearly two-thirds of nurses were concerned about bedside handover. Nurses mentioned that sensitive information about the patient's diagnosis, behavior, social, family and prognosis could not always be discussed at the bedside. A small number of nurses detailed the tactics they used to safely convey these sensitive messages only to their intended recipients such as sharing information "away from the patient," "in a more private environment," or "just outside the room." Nurses were aware of their environment, realizing that there were many potential recipients who could hear their broadcast messages — patients, other patients in the room, and family members: "Patients may not like some people being present in the room to hear about their condition and care. "Nurses do not feel comfortable involving these recipients due to confidentiality issues, patient inhibition, and family participation (Mariaswanti et al., 2020).

A study conducted by Whitty, found that the results of this study provide strong support for patients and nurses for bedside handovers (Whitty et al., 2017). It also shows strong support for inviting patients to actively engage in two-way information exchange. In addition, it may indicate that patients are invited to participate in handovers because they are highly preferred by patients. Understanding and consideration in the development of a framework that guides the process and design of bedside handovers can be expected to improve the implementation of this patient-centered safety initiative in hospitals, so that it is most acceptable to patients and more likely to be implemented by nurses (Ismutania et al., 2023). Sudresti found that the results of data analysis showed that there was a relationship between the use of the SBAR communication method and the quality of bedside handover implementation with a strong relationship and a positive correlation direction with a p value of 0.032 (Sudresti et al., 2017). The SBAR framework is very effective for reporting patient conditions and situations briefly during shift changes, before procedures or whenever needed in reporting the progress of the

patient's condition (Naza et al., 2024). Based on the description above, the researcher assumes that the relationship between the implementation of the SBAR bedside handover method provides a high sense of patient satisfaction. The quality of service is clearly felt by patients so that it is directly related to patient satisfaction. Through the implementation of SBAR communication and bedside handover, the patient safety program can be implemented properly and increase patient involvement in making decisions related to their disease conditions in an up-to-date manner.

## **CONCLUSION**

Most of the nurses at the Graha Amerta Installation on Floors 4 and 5 of RSUD Dr. Soetomo Surabaya has carried out handover using the bedside SBAR method. The majority of respondents stated that the level of patient satisfaction was in the satisfied category. Furthermore, based on the research results, it is known that there is a relationship between the implementation of the SBAR bedside handover method and patient satisfaction at the Graha Amerta Installation at RSUD Dr. Soetomo Surabaya.

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