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Effectiveness of the Implementation of Nurse Communication Using the SBAR Method on the Implementation of Weighing and Acceptance in the Inpatient Room of Benyamin Guluh Hospital, Kolaka Regency

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ABSTRACT

Introduction: Based on a preliminary study, it was found that there was still a lack of nurses in the implementation of SBAR communication at Benyamin Guluh Hospital, Kolaka Regency, which had started since 2016 ahead of the implementation of the first phase of National Accreditation. This study aims to analyze the effectiveness of the implementation of nurse communication using the SBAR (situation, background, assessment, recommendation) method on the implementation of weighing and accepting in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

Method: This study is a quantitative research with a cross sectional study approach. The population in the study amounted to 151 people with a sample of 61 respondents. Sampling using stratified random sampling. Data collection uses questionnaires and data from agencies related to the research. Data analysis using chi square test.

Result: The results of the research obtained the component of the situation ($X^2_{\text{count}} = 13,217 > X^2_{\text{table}} = 3,841$), background components ($X^2_{\text{count}} = 9,105 > X^2_{\text{table}} = 3,841$), assessment components ($X^2_{\text{count}} = 13,003 > X^2_{\text{table}} = 3,841$), and recommended components ($X^2_{\text{count}} = 9,317 > X^2_{\text{table}} = 3,841$).

Conclusion: There is a relationship between the components of the situation, background, assessment, and recommendation and the implementation of consideration and acceptance at Benyamin Guluh Hospital, Kolaka Regency.

Introduction

Regulation of the Minister of Health Number 11 of 2017 concerning patient safety in

hospitals supported by the patient safety program is to ensure the safety of patients in hospitals through the prevention of errors in providing

health services. Based on the Minister of Health Regulation number 12 of 2020 which explains that the Accreditation Standard is a guideline that contains the level of achievement that must be met by hospitals in improving the quality of service and patient safety.^[1]

The World Health Organization states that the incidence of unplanned events of 3-16% of inpatients occurs worldwide, New Zealand reports 12.9% of, 10.8% of United Kingdom, 7.5% of Canada, 10% of occurrence in the United Kingdom and 16.6% of occurrence in Australia.^[2]

Based on data from the 2019 Patient Safety Incident Report in Indonesia, data on the presentation of the types of incidents reported was 38% of near-injury incidents, 31% non-injury incidents, and 31% of unexpected events. Based on hospital reports in Indonesia in 2019, the highest incidence was in Bali Province at 38% and the lowest in North Sumatra Province at 0.5%. Meanwhile, in Gorontalo Province, the percentage of patient safety incidents is 7%. Data on patient safety incidents from the patient safety team of Christian University of Indonesia Hospital in 2020 was obtained as many as 14 near-injury incidents, 2 unexpected events, and 1 potential injury condition.^[3]

The implementation of SBAR communication at Benyamin Guluh Hospital, Kolaka Regency began in 2016 ahead of the implementation of the first phase of National Accreditation. Based on a preliminary survey conducted on December 12, 2023 of 30 (ten) nurses, as many as 9 respondents (30%) for the S (situation) component showed that the respondents did not explain the current conditions and complaints that occurred in patients, as many as 8 respondents (26.7%) component B (background) showed that respondents did not explain the supporting examinations that were supportive to the patient, as many as 6 respondents (20%) component A (assessment) showed that Respondents did not conduct regular examinations of the patient's condition so that the patient's condition would worsen, as many as 7 respondents

(23.3%) of the R (recommendation) component showed that the respondents did not make follow-up recommendations to the patient.

Catherine stated that at Denver Health Medical Center, 30% of nurses' communication failures in making passes between shifts are caused by direct communication failures, such as: late communication, communication failures with all members of the nursing team, unclear content of communication. This causes communication goals not to be achieved.^[4]

Previous research has shown that SBAR communication training is effective in improving the quality of guard passes in the wards of Dr. M. Djamil Padang Hospital, this shows that effective SBAR communication involving health workers, patients and families can help in communication, both individuals and teams which can ultimately influence changes in improving the quality of guard passes and improving patient safety. So there is a positive impact and there is an improvement in reporting patient safety incidents.^[5]

Nurses are required to be able to implement effective communication in the delivery of patient conditions. Effective communication is directly proportional to the satisfaction of the recipient of information. Satisfaction with information, media and relationships – the relationship regarding the patient's condition can be seen in communication satisfaction. Communication satisfaction can be related to the level of productivity of nurses. Nurses work better when they feel more involved and understand what to do.

Based on the above background, the author is interested in conducting research on "The Effectiveness of the Implementation of Nurse Communication Using the SBAR Method (Situation, Background, Assessment, Recommendation) on the Implementation of Weighing and Acceptance in the Inpatient Room of Benyamin Guluh Hospital, Kolaka Regency".

Method

This study is quantitative research with a cross-sectional study approach. The population in this study is all health workers who work in the inpatient room of Benyamin Guluh Hospital which totals 151 people with a sample of 61 respondents. As for the sample in this study, the author uses a stratified random sampling technique. Data collection was obtained directly from respondents by utilizing questionnaires and data from agencies related to the research. Data analysis using the Chi Square hypothesis test.

Result

Table 1 shows that of the 40 respondents who have a good situation, there are 37 respondents (92.5%) who are effective in the implementation of weigh-in. Meanwhile, of the 21 respondents who had a bad situation, there were 11 respondents (52.4%) who were effective in implementing the weigh-in. The results of the statistical test obtained the value of chi square $X^2_{\text{count}} = 13.217 >$ the value of $X^2_{\text{table}} = 3.841$. This shows that H_0 is rejected and H_a is accepted, meaning that there is an influence of the situational component on the effectiveness of the implementation of weigh-in in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

Table 2 shows that of the 32 respondents who have good backgrounds, there are 30 respondents (93.8%) who are effective in the implementation of weigh-in. Meanwhile, of the 29 respondents who had a bad background, there were 18 respondents (62.1%) who were effective in implementing weigh-in. The results of the statistical test obtained the chi square value $X^2_{\text{count}} = 9.105 >$ the value of $X^2_{\text{table}} = 3.841$.

This shows that H_0 is rejected and H_a is accepted, meaning that there is an influence of background components on the effectiveness of the implementation of weigh-in in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

Table 3 shows that of the 36 respondents who had a good assessment, there were 34 respondents (94.4%) who were effective in the implementation of weigh-in. Meanwhile, of the 25 respondents who had a bad assessment, there were 14 respondents (56%) who were effective in the implementation of weigh-in. The results of the statistical test obtained the chi square value $X^2_{\text{count}} = 13.003 >$ the value of $X^2_{\text{table}} = 3.841$. This shows that H_0 is rejected and H_a is accepted, meaning that there is an influence of the assessment component on the effectiveness of the implementation of weigh-in in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

Table 4 shows that of the 44 respondents who had good recommendations, there were 39 respondents (88.6%) who were effective in implementing the weigh-in. Meanwhile, of the 17 respondents who had bad recommendations, there were 9 respondents (52.9%) who were effective in implementing the weigh-in. The results of the statistical test obtained the chi square value $X^2_{\text{count}} = 9.317 >$ the value of $X^2_{\text{table}} = 3.841$. This shows that H_0 is rejected and H_a is accepted, meaning that there is an influence of the recommendation component on the effectiveness of the implementation of weigh-in in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

Table 1.

Relationship between Situational Components and the Effectiveness of the Implementation of Weighing and Acceptance in the Inpatient Room of Benjamin Guluh Hospital, Kolaka Regency

Situation	Weighing and Acceptance				Total		Statistic Test
	Effective		Ineffective				
	n	%	n	%	n	%	
Good	37	92,5	3	7,5	40	100,0	X ² count = 13,217 X ² table = 3,841
Bad	11	52,4	10	47,6	21	100,0	
Total	48	78,7	13	21,3	61	100,0	

Table 2.

Relationship between Background Components and the Effectiveness of the Implementation of Weighing and Acceptance in the Inpatient Room of Benjamin Guluh Hospital, Kolaka Regency

Background	Weighing and Acceptance				Total		Statistic Test
	Effective		Ineffective				
	n	%	n	%	n	%	
Good	30	93,8	2	6,3	32	100,0	X ² count = 9,105 X ² table = 3,841
Bad	18	62,1	11	37,9	29	100,0	
Total	48	78.7	13	21.3	61	100.0	

Table 3.

Relationship between Assessment Components and the Effectiveness of the Implementation of Weighing and Acceptance in the Inpatient Room of Benjamin Guluh Hospital, Kolaka Regency

Assessment	Weighing and Acceptance				Total		Statistic Test
	Effective		Ineffective				
	n	%	n	%	n	%	
Good	34	94,4	2	5,6	36	100,0	X ² count = 13,003 X ² table = 3,841
Bad	14	56,0	11	44,0	25	100,0	
Total	48	78,7	13	21,3	61	100,0	

Table 4.

Relationship between Recommendation Components and the Effectiveness of the Implementation of Weighing and Acceptance in the Inpatient Room of Benjamin Guluh Hospital, Kolaka Regency

Recommendation	Weighing and Acceptance				Total		Statistic Test
	Effective		Ineffective				
	n	%	n	%	n	%	
Good	39	88,6	5	11,4	44	100,0	X ² count 9,317 X ² table = 3,841
Bad	9	52,9	8	47,1	17	100,0	
Total	48	78,7	13	21,3	61	100,0	

Discussion

Situational Components and the Effectiveness of the Implementation of Weights and Acceptances

The communication method focuses on conveying the problems that occur in the patient, starting with introducing themselves, conveying the identification of the patient, and the problems

that occur in the patient. This component of the situation must specifically mention the patient's age, gender, disease diagnosis, mental status, and condition of the patient.^[6]

The results of the study also showed that 37 respondents had a good situation so that they were effective in implementing weigh-in. This is due to the main principles of SBAR communication

which are designed to be easily applied by healthcare workers. By applying the SBAR method, health workers can develop the work of team members and improve patient safety. Communication between health workers in a health service, be it hospitals, health centers, and other clinics, is a very important thing to pay attention to, especially when reporting the patient's condition to other health workers.

This is in accordance with the theory that the implementation of weighing and accepting must be carried out as effectively as possible by explaining briefly, clearly and completely about the nurse's independent actions, the collaborative actions that have been carried out or not and the patient's development at that time. The information submitted must be accurate so that the continuity of nursing care can run. Consideration and acceptance is carried out by the primary nurse of nursing to the primary nurse (person in charge) of the afternoon service, or night service in writing and orally.^[3]

The results of this study show that there is an influence of the situation component on the implementation of weighing and receiving in the inpatient room of Benyamin Gulu Hospital, Kolaka Regency. The results of this study are in line with the research conducted by Jagentar, that there is an influence of the situation component on the level of implementation of weigh-in at Santa Elisabeth Hospital Medan. SBAR communication is an effective communication technique framework provided for health workers in conveying the patient's developmental conditions. Weighing is a way of delivering reports that are carried out every shift change, containing information about the patient's current condition, treatment goals, and next treatment plans that are carried out either directly (face-to-face) or indirectly.^[7]

Background Components and the Effectiveness of the Implementation of Weighing and Receiving

A communication method with a focus on conveying the background that causes the emergence of patient complaints. The background component displays the main problems that occur in the patient, patient complaints that encourage reporting, such as severe pain, shortness of breath, chest pain, and so on. In addition, it can also be conveyed about the results of examinations that support the patient's diagnosis, and clinic data that supports the patient's problems can be enforced to get the right action.^[8]

The results of the study also showed 30 respondents who had good backgrounds so that they were effective in the implementation of weigh-in. This is due to a good background providing clear and comprehensive information about the situation or patient being treated. This includes the medical history, diagnosis, treatment that has been given, and response to the treatment. By having a deep understanding of the context and history, recipients can more easily understand the patient's current condition and needs.

Detailed background information allows the recipient to make more informed and informed decisions. They can evaluate information based on case history and create appropriate action plans, reducing the risk of errors and improving the quality of care. A good background ensures continuity of care. Complete information about the actions already taken and the patient's response allows the next team to continue treatment without the need to repeat or miss important steps. This avoids duplication of efforts and ensures that patient care remains consistent and effective.

This is in accordance with Christina's theory that handover in the concept of SBAR (Situation, Background, Assessment, Recommendation) is the process of transferring critical information about a patient or situation from one health care provider to another in a structured and systematic way. SBAR helps ensure that communication is clear,

concise, and includes all the important information needed to ensure continuity and quality of care.^[3]

In line with the research conducted by Lia, that there is a significant influence of the background component on the implementation of weigh-in at Taman Harapan Baru Hospital Bekasi. By providing complete background information, the time required to understand the situation is reduced. Recipients do not need to search for additional information or ask a lot of questions to understand the patient's condition, which makes the weighing process more efficient and faster.^[9]

Assessment Components and the Effectiveness of the Implementation of Weighing and Acceptance

Assessment in SBAR is the part where the sender of the message provides their analysis or interpretation of the ongoing situation. This could include clinical observations, provisional diagnoses, or conclusions from the data that has been collected. This assessment helps the recipient of the message to understand what is considered most important or critical about the current situation.^[2]

The results of the study also showed that 34 respondents had a good assessment so that they were effective in the implementation of weigh-in. This is because a clear and appropriate procedure for the implementation of weighing and accepting is very important. All steps from preparation to reporting must be well organized and understood by all parties involved. Ensure that all personnel involved in the weighing process have received adequate training. They must understand the procedures to follow, the correct criteria for receiving goods, and how to accurately report the results of the weigh-in.

This is in line with Galleryzki's theory that receptive weighing can also include a brief evaluation of the patient's condition, including identifying any changes or health problems that may require further attention. If a patient is transferred from one care unit to another, this weighing process is important to ensure a smooth

transfer of information and care between the care teams involved.^[10]

The results of this study are in line with the research conducted by Fahrda, that there is an influence of the assessment component on the implementation of weighing and receiving in the inpatient room of Aminah Hospital Tangerang. SBAR technical communication is the use of a communication framework to standardize conversations about patient care between service providers.^[11]

Recommendation Component and the Effectiveness of the Implementation of Weighing and Acceptance

In the context of SBAR communication, "Recommendation" refers to a part of the communication structure that presents a suggested or proposed action based on a previously described situation. This is an important step to ensure that communication not only identifies problems, but also provides direction or solutions that can be implemented. Convey or ask for advice based on existing information. The recommendation component mentions the things that need to be followed up. What interventions are recommended by nurses.^[12]

The results of the study also showed 39 respondents who had good recommendations so that they were effective in the implementation of weigh-in. This is because clear and appropriate recommendations can help in directing officers to follow the procedures that have been set better. This helps ensure that every step in the weighing process is carried out in accordance with the standards that have been determined. Recommendations that correct certain aspects of the weighing process that may be ineffective or inappropriate can reduce errors or discrepancies. This means that more accurate and consistent execution can be achieved.

This is in line with Galleryzki's theory that receptive weighing can also include a brief evaluation of the patient's condition, including identifying any changes or health problems that may require further attention. If a patient is

transferred from one care unit to another, this weighing process is important to ensure a smooth transfer of information and care between the care teams involved.^[10]

In line with the research conducted by Sutrisari, that there is an influence of the recommendation component on the implementation of weighing and accepting in the inpatient room of Pusri Palembang Hospital. SBAR communication is an effective communication technique framework provided for health workers in conveying the patient's condition. Nurses have the opportunity to discuss with the rest of the health team. Mistakes in communicating SBAR will cause unintended impact on patients.^[13]

Conclusion

There is an influence of the SBAR method of situation component, background component, assessment component, and recommendation component on the implementation of weighing and accepting in the inpatient room of Benyamin Guluh Hospital, Kolaka Regency.

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