

The Effect Of Sbar Communication On Nurse Attitude In Increasing Patient Safety In Krmt Wongsonegoro Hospital, Semarang

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Abstract.

Background: WHO officially published the Nine Life Saving Patient Safety, which one is correct communication during handover using the SBAR method. SBAR is considered a clear sign and secure method of communication for problem solving among various disciplines in the medical environment and a simple way of sharing patient information with other medical professionals. Objective: to determine the effect of SBAR communication on the attitudes of nurses in improving patient safety. Methods: This research is a quasi-experimental study with a pretest-posttest design with control group design, the results of the research were processed using paired sample t-test. The data collection of this research uses a checklist of observation sheets to assess the ability attitudes of nurses to communicate SBAR using a questionnaire. Results: this study showed a significant difference in the attitudes of nurses in improving patient safety after being given SBAR communication materials with p-value < 0.05. Conclusion: This study showed significant differences in the attitudes of nurses after being given SBAR communication training in the intervention group. Meanwhile, the control group showed a non-significant difference. This showed that SBAR communication materials affect the attitudes of nurses in improving patient safety.

Keywords : Patient safety, nurse attitude, SBAR communication

I. INTRODUCTION

According to the Minister of Health of the Republic of Indonesia Number 11 of 2017, patient safety is a system that makes patient care safer, including risk assessment, patient risk identification and management, incident reporting and analysis, the ability to learn from incidents and their follow-up, as well as implementing solutions to minimize risks and prevent of any unintentional events and conditions that result in or have the potential to result in injury (Diniyah, 2017). Nurses are a group that can sensitively recognize and manage problems related to patient safety. Nursing personnel are the main targets to improving patient safety competences such as knowledge, skills, and attitudes to protect patients from harm or injury (Jeong and Kim, 2020). Attitudes and behaviors of nurses who do not maintain patient safety contribute to patient safety incidents, one solution to improve patient safety is by effective communication on nurses' attitudes and behavior (Sukesih, 2020). Poor communication is found in many different healthcare settings and is especially prominent in patient hand-offs and telephone communication, where these nursing activities really require fast and effective communication (Müller et al., 2018). The SBAR tool has been recommended by WHO to promote standardized and structured communication.

SBAR was developed for use in urgent and time-sensitive medical situations (Park et al., 2021). The actions required when using the SBAR tool are as follows: situation, succinctly state the problem; background, concisely present relevant information associated with the situation; assessment, provide an analysis and consider the various options; and recommendation, recommend a specific action (Kostoff et al., 2016). Muller M et al in their study stated that SBAR improves patient safety. There is some evidence of the effectiveness of applying SBAR on patient outcomes, but this evidence is lacked to certain circumstances such as telephone communication (Müller et al., 2018). In Kostoff M et al.'s study reported that the pharmacy students using the SBAR communication tool improved their ability to organize information and make recommendations when talking to other healthcare professionals (Kostoff et al., 2016). The results of the initial survey at the PMKP Committee of RSUD KRMT Wongsonegoro Semarang in the last 5 years (2016-2020) showed the highest percentage of patient safety incidents was in KTC incidents, namely 45.20%, followed by KPC incidents as much as 25.88%, KNC incidents as many as 14, 89%, the incidence of adverse events as much as 13.66% and the incidence of sentinel as much as 0.38%. From these data it can be seen that there are still patient safety incidents at the KRMT Wongsonegoro Hospital Semarang which can cause losses in terms of health services.

II. METHODS

This research is a quasi-experimental study with a pretest-posttest design with control group design, the results of the research were processed using paired sample t-test. This research was conducted at RSUD KRMT Wongsonegoro Semarang, Jl. Fatmawati No. 1, Mangunharjo, Kec. Tembalang, Semarang City, Central Java. The population in this study were all 215 nurses who served in the inpatient room of RSUD KRMT Wongsonegoro Semarang. The sampling technique in this study was purposive sampling, include the entire population that met the inclusion and exclusion criteria, with 48 nurses, which were divided into an intervention group of 24 nurses and a control group of 24 nurses. Inclusion criteria: nurses who are willing to be respondents, have a minimum education of S-1 nursing, work as implementing nurses and have permanent employee status. Exclusion criteria: nurses who are on leave, nurses who are on study assignments and nurses who are in structural positions. The data collection of this research uses a checklist of observation sheets to assess the ability of nurses to communicate SBAR, attitudes of nurses using a questionnaire. Data analysis in the study is divided into two parts, which is univariate analysis and paired-t.

III. RESULT AND DISCUSSION

The result of the study obtained data on the characteristics of respondents based on age, gender and years of service. The number of samples in this study were 48 nurses consisting of 24 nurses as the intervention group and 24 nurses as the control group. The results showed that there was no significant difference in the age, gender and years of service of the respondents as indicated by the p-value > 0.05.

Table 1. Distribution of respondent characteristics

Variable	Mean \pm SD		Total (n = 48)	t-value	t
	Intervention (n = 24)	Control (n = 24)			
Age					
Mean	29,46 \pm 3,78	28,04 \pm 3,04	-		(
Min-Max	24 - 41	25 - 38		,13	
Gender					
Laki-laki	8	9	17		(
Perempuan	16	15	31	,09	
Year of service					
Mean	3,37 \pm 3,11	2,67 \pm 2,33	-		(
Min-Max	1 - 14	1 - 10		,36	

Based on the results of the study showed that there is no significant difference in the characteristics of the respondents in terms of age, gender and years of service as indicated by each p-value > 0.05 (Table 2).

Table 2. Frequency distribution of nurses' attitudes in the intervention group

Attitude	Intervention group (n = 24)			
	Pre-Test		Post-Test	
	f	%	f	%
Strongly disagree	3	12,5	4	16,7
Disagree	5	20,8	3	12,5
Neutral	1	4,2	1	4,2
Agree	6	25	5	20,8
Strongly agree	9	37,5	11	45,8

Based on table 3, it can be seen that the attitude of nurses in improving patient safety in the control group, the majority had an agreeable attitude, namely 8 people (33.3%) at the pre-test and the majority had a strongly agree attitude, namely 9 people (37.5%) at the post-test. -test. Meanwhile, in the attitude of strongly disagree, disagree and neutral, there was no differences in the pre-test and post-test.

Table 3. Frequency distribution of nurses' attitudes in the control group

Attitude	Control group (n = 24)	
	Pre-Test	Post-Test

	f	%	f	%
Strongly disagree	3	12,5	3	12,5
Disagree	5	20,8	5	20,8
Neutral	1	4,2	1	4,2
Agree	8	33,3	6	25
Strongly agree	7	29,2	9	37,5

According to table 4, it can be seen that the comparison of nurses' attitudes before and after being given SBAR communication material in the intervention group increased from 53.50 to 56.50. Meanwhile, there was no significant differences in the comparison of nurses' attitudes in the control group.

Table 4. Comparison of nurses' attitudes between the intervention group and the control group

Group	Mean \pm SD		p-value
	Pre-Test	Post-Test	
Intervention	53,50 \pm 4,46	56,50 \pm 3,85	0,01
Control	52,25 \pm 3,91	53,29 \pm 4,08	0,13

These results are in accordance with Sukesih's study where there are significant differences in attitudes in the intervention group (p-value = 0.000) and not significant in the control group (p-value = 0.103) (Sukesih, 2020). This result is also in accordance with Diniyah's study where effective communication skills have increased after getting effective communication training with the SBAR method, from 34.5% to 62.07% (Diniyah, 2017). The same results were also obtained in Jeong's study which showed that the SBAR-based simulation program had positive results in terms of patient safety for nursing students. SBAR can be used as a promising training intervention to improve reporting and communication skills of nursing students, as well as improve prevention and response to patient safety accidents (Jeong and Kim, 2020).

IV. CONCLUSION

This study showed significant differences in the attitudes of nurses after being given SBAR communication training in the intervention group. Meanwhile, the control group showed a non-significant difference. This showed that SBAR communication materials affect the attitudes of nurses in improving patient safety.

V. ACKNOWLEDGMENTS

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VI. ETHICAL CONSIDERATIONS

This research has been declared ethically compliant according to the WHO 7 Standards 2011 by the Health Research Ethics Commission (KEPK) University of Prima Indonesia.

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