

ABSTRAK

OPTIMALISASI KOMUNIKASI SBAR DALAM PELAKSANAAN TIMBANG TERIMA DI RUANG RAWAT INAP UMAR BIN KHATTAB 1 RSUD WELAS ASIH PROVINSI JAWA BARAT

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Komunikasi efektif antar perawat saat pergantian shift merupakan faktor penting dalam menjaga kesinambungan asuhan keperawatan dan keselamatan pasien. Salah satu metode yang direkomendasikan adalah komunikasi SBAR (*Situation, Background, Assessment, Recommendation*) yang memberikan kerangka penyampaian informasi secara singkat, jelas, dan terstruktur. Penelitian ini bertujuan untuk mengidentifikasi pelaksanaan komunikasi SBAR dalam timbang terima di Ruang Rawat Inap Umar Bin Khattab 1 RSUD Welas Asih, merumuskan permasalahan yang ada, menyusun intervensi optimalisasi, mengimplementasikan, serta mengevaluasi efektivitas penerapannya. Metode yang digunakan adalah studi kasus dengan tahapan *Situation analysis*, penetapan prioritas masalah, penyusunan *plan of action*, implementasi, dan evaluasi. Data diperoleh melalui wawancara, observasi, dan studi dokumen. Hasil kajian menunjukkan bahwa pelaksanaan komunikasi SBAR belum optimal karena masih terdapat percakapan di luar topik saat timbang terima, keterbatasan keterampilan dalam pengisian format SBAR, serta ketidakseimbangan jumlah perawat dengan beban kerja pasien. Intervensi yang dilakukan meliputi pelatihan komunikasi SBAR, supervisi kepala ruangan, penyesuaian prosedur timbang terima, serta penguatan budaya komunikasi efektif. Evaluasi menunjukkan peningkatan kelengkapan informasi pada setiap komponen SBAR, efisiensi waktu timbang terima, serta meningkatnya kepuasan perawat terhadap proses *handover*. Optimalisasi komunikasi SBAR terbukti meningkatkan kualitas penyampaian informasi, memperkuat koordinasi tim, dan berkontribusi pada mutu pelayanan keperawatan di ruang rawat inap.

Kata Kunci : Komunikasi, SBAR, Timbang Terima

ABSTRACT

OPTIMIZATION OF SBAR COMMUNICATION IN THE IMPLEMENTATION OF WEIGHING AND RECEIVING IN THE INPATIENT ROOM OF UMAR BIN KHATTAB 1, WELAS ASIH REGIONAL HOSPITAL, WEST JAVA PROVINCE

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Effective communication among nurses during shift handovers is a critical factor in ensuring continuity of care and patient safety. One recommended method is the SBAR (Situation, Background, Assessment, Recommendation) framework, which provides a concise, clear, and structured format for information delivery. This study aims to identify the implementation of SBAR communication during handovers in the Umar Bin Khattab 1 Inpatient Ward of RSUD Welas Asih, formulate existing problems, develop optimization interventions, implement them, and evaluate their effectiveness. The method used was a case study approach consisting of situation analysis, problem prioritization, plan of action development, implementation, and evaluation. Data were collected through interviews, observations, and document reviews. The findings revealed that SBAR implementation was not yet optimal due to off-topic conversations during handovers, limited skills in completing SBAR forms, and an imbalance between the number of nurses and patient workload. Interventions included SBAR communication training, head nurse supervision, handover procedure adjustments, and strengthening a culture of effective communication. Evaluation results showed improvements in the completeness of information in each SBAR component, increased time efficiency during handovers, and higher nurse satisfaction with the process. Optimizing SBAR communication has proven to enhance information delivery quality, strengthen team coordination, and contribute to improved nursing service quality in inpatient settings.

Keywords: Communication, SBAR, Hand Over