Evaluasi Penerapan Timbang Terima Metode Komunikasi SBAR Manual Dan Elektronik Di Ruang Rawat Inap RSUD Majalaya

Siti Nurjali

241FK05013

ABSTRAK

Proses timbang terima dalam pelayanan kesehatan merupakan momen krusial yang menjamin kesinambungan dan keselamatan pasien. Komunikasi yang efektif selama timbang terima dapat mengurangi kesalahan medis dan meningkatkan kualitas pelayanan. Transformasi digital dalam pelayanan kesehatan mendorong rumah sakit untuk mengoptimalkan metode komunikasi saat timbang terima, salah satunya melalui penerapan metode komunikasi SBAR. Penelitian ini bertujuan menganalisis evaluasi penerapan timbang terima metode Komunikasi SBAR manual dan elektronik di Ruang Rawat Inap RSUD Majalaya. Metode penelitian menggunakan pendekatan kuantitatif komparatif dengan desain *cross-sectional*. Populasi berjumlah 265 perawat pelaksana. Sampel berjumlah 60 perawat yang dibagi menjadi dua kelompok yaitu 30 perawat menggunakan SBAR manual dan 30 perawat menggunakan SBAR elektronik dengan teknik *Proportionate Random Sampling*. Instrumen penelitian menggunakan *Handover Evaluation Scale* (HES). Analisis Univariat menggunakan distribusi frekuensi dan analisis bivariat menggunakan uji *Mann-Whitney* karena data tidak terdistribusi normal. Hasil penelitian menunjukkan bahwa pada komunikasi SBAR manual, hampir setengah responden (36,7%) memiliki kategori penerapan tinggi, sementara pada komunikasi SBAR elektronik hampir seluruhnya responden (83,3%) berada pada kategori tinggi. Hasil uji *Mann-Whitney* memperoleh p-*value* 0,000 (<0,05), sehingga terdapat perbedaan signifikan antara penerapan komunikasi SBAR manual dan elektronik. Komunikasi SBAR elektronik unggul terutama pada aspek kelengkapan dan struktur informasi, sedangkan komunikasi SBAR manual lebih unggul pada aspek kelancaran alur komunikasi. Secara keseluruhan komunikasi SBAR elektronik terbukti lebih efektif. Rumah sakit disarankan memperluas implementasi komunikasi SBAR elektronik ke seluruh ruang rawat inap, meningkatkan pelatihan tranformasi digital serta sosialisasi komunikasi SBAR elektronik bagi perawat, serta memperkuat infrastruktur digital untuk memastikan timbang terima yang aman, akurat, dan efisien.

Kata kunci : SBAR Elektronik, SBAR Manual, Perawat, Timbang Terima

Referensi : Buku 5 buah (2019-2024), Jurnal 20 buah (2019-2024)

Evaluation of the Implementation of the Manual and Electronic SBAR Communication Methods in the Inpatient Ward of Majalaya Regional Hospital

Siti Nurjali

241FK05013

ABSTRACT

The handover process in healthcare services is a critical component in ensuring continuity of care and patient safety. Effective communication during handover can reduce medical errors and improve service quality. Digital transformation in healthcare has prompted hospitals to optimize handover communication methods, including the implementation of the SBAR communication framework. This study aimed to evaluate and compare the implementation of manual and electronic SBAR communication during handover in the inpatient wards of RSUD Majalaya. A comparative quantitative study with a cross-sectional design was conducted involving 60 staff nurses selected through proportionate random sampling from a population of 265 nurses. Participants were divided into two groups: 30 nurses using manual SBAR and 30 using electronic SBAR. Data were collected using the Handover Evaluation Scale (HES). Univariate analysis was performed using frequency distribution, and the Mann–Whitney test was applied for bivariate analysis due to non-normal data distribution. The findings indicated that 36.7% of respondents using manual SBAR demonstrated a high level of implementation, while 83.3% of those using electronic SBAR were categorized at a high level. The Mann–Whitney test showed a significant difference between the two methods ($p < 0.05$). Electronic SBAR was superior in terms of information completeness and structured communication, whereas manual SBAR was more effective in maintaining communication flow. Overall, electronic SBAR communication was found to be more effective. It is recommended that hospitals expand the use of electronic SBAR across all inpatient units, enhance digital transformation training for nurses, and strengthen digital infrastructure to support safe, accurate, and efficient handover processes.

Keywords *: Electronic SBAR, Manual SBAR, Nurses, Handover*
References *: 5 books (2019-2024), 20 journals (2019-2024)*