

Factors Related To The Implementation Of Communication With The Sisbar Method (Salam Introduction Situation Background Assessment Recommendation) At Medical-Surgical Wards In Santosa Hospital Bandung Central



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ABSTRACT

This study focus on is there any connection between factors (age , gender , length of work and origin room) with implementation communication with the SISBAR (Salam Introduction Situation Background Assessment Recommendation) method. This Study use cross sectional design. Sample of this study is the total sample nurse in charge who implementation SISBAR communication (West Safir , East Safir , West Berlian and Mutiara wards) in Santosa Hospital Bandung Central that fulfills inclusion criteria sample totaling 44 nurses. The method used total sampling technique that whole population made sample on this research. Analysis bivariate used for seeing connection between 2 variables (independent and dependent). Analysis is conducted for see meaningful relationship by statistics, use statistical test Chi Square with level 95% confidence ($\alpha=0.05$). Analysis test results statistics using the Chi Square test obtained p-Value: 0.048 (variable age), 0.004 (variable education) and 0.011 (variable length of work), while the other two factors are not connection with p value for each of these factors is 1,000 (variable type gender) and 0.791 (original variable room). It means there is connection between the variables of age , education and length of work, whereas variable gender and origin room is no relationship with implementation communication effective with SISBAR method between nurses and doctors. SISBAR communication can be developed and enhanced for effective communication between nurses and doctors in other hospitals in Indonesia with pay attention to the factors that influence it.

ABSTRAK

Penelitian ini melihat apakah ada hubungan antara factor-faktor (umur, jenis kelamin, lama kerja dan asal ruangan) dengan pelaksanaan komunikasi dengan metoda SISBAR (Salam Introduction Situation Background Assesments Recommendation). Penelitian ini menggunakan desain cross sectioanal. Sampel penelitian ini adalah total sampel perawat pelaksanaan di ruang rawat inap (Ruang Safir Barat, Safir Timur, Berlian Barat dan Mutiara) Santosa Hospital Bandung Central yang memenuhi kriteria sampel berjumlah 44 Orang. Pengambilan sampel dengan teknik total sampling sehingga seluruh populasi dijadikan sampel pada penelitian ini. Analisis bivariat digunakan untuk melihat hubungan antar 2 variabel yaitu variabel independen dengan variabel dependen. Analisis ini dilakukan untuk melihat hubungan yang bermakna secara statistik, dapat menggunakan uji statistik *Chi Square* dengan tingkat kepercayaan 95% ($\alpha=0,05$). Hasil uji analisis statistik menggunakan uji Chi Square diperoleh p-Value : 0,048 (variable umur), 0,004 (variable pendidikan) dan 0,011 (variable lama kerja), sedangkan dua factor yang lain tidak ada hubungan dengan nilai p untuk masing-masing factor tersebut adalah 1,000 (variable jenis kelamin) dan 0,791 (variable asal ruangan). artinya ada hubungan antara variable umur, pendidikan dan lama kerja sedangkan untuk variable jenis kelin da nasal ruangan tidak terdapat hubungan dengan pelaksanaan komunikasi efektif dengan metode SISBAR antara perawat dan dokter. Komunikasi SISBAR dapat dikembangkan di rumah sakit lain dan di Indonesia pada umumnya dengan memperhatikan factor-faktor yang mempengaruhinya.

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INTRODUCTION

Standard Safety Patient must applied facility service health like hospital . For achieve and keep quality service health at hospital , then needed comprehensive and responsive action _ to incident no desired (KTD), so that events similar no repeated back , united states report found incident no unexpected (KTD) by 2.9% and 6.6% or amounted to 33.6 million per year ranges from 44,000 to 98,000 reported die every year and error medical occupy order eighth reason death in the United States . Publication by WHO in 2004 , also found adverse events with

range 3.2-16.6% at home sick in various countries , namely America, England , Denmark, and Australia. The risk of adverse events can be minimized even prevented with notice safety patients (Depkes RI, 2006).

Indonesia alone related data about incident no what is expected (KTD) incident almost injury (KNC) enough Becomes attention , some KTD cases that are still occur including wrong giving medicine , patient fall , cancel operation and error identification patient . Type incident safety patients in Indonesia are still difficult obtained , however of course just incident safety patient this could occur in service health at home sick .

Target safety patient the covers accuracy identification patient, increase effective communication, improvement security necessary medicine watch out, be sure right-location, right procedure, right-patient operation, reduction risk infection related service health, and reduction risk patient fall. of six target safety patient, the main element from service care to patient is communication effective .

Communication to various information about development patient between profession health at home sick is fundamental component in maintenance patients (Riesenberg , 2010). Alvarado, et al (2006), revealed that that inaccuracies information could cause serious impact on patients , nearly 70 % of sentinel _ the incident that resulted Dead or injury serious at home sick caused because bad communication . The ISBAR aspect was found to be the best by Aldrich (2009) in a survey of 330 questionnaires and interviews with medical and non-medical health care providers, patients, workers, and persons who transport patients. Handovers in the ICU and IGD have increased in quality and patient safety because to the implementation of standardized handover templates for ISBAR (Introduction; Situation; Background; Assessment; Recommendations).

The results of research by Badrujamaludin and Kumala (2019) at Cibabat Hospital, Cimahi City with 79 nurses as respondents for ICU room survey and care hospitalization and 45 nurses for observation in the ICU and care Hospitalizations obtained for the survey found that the increase from 80% to 93.3%. (ICU) and 78.1% to 87.5% (Hospitalization) of the Introduction communication component; name. Introduction to observations; mentioning the name of ISBAR communication there was a significant increase from 57.1% to 100% (ICU) and from 20.8% to 79.2% (hospitalization). The Wilcoxon test results were found from observations in the ICU with a value of 0.003 ($p < 0.05$) and in the inpatient room with a value of 0.00 ($p < 0.05$) for the introduction aspect .

By looking at the phenomenon that often occurs in Indonesia and the absence of the same standard of communication between health workers in hospitals in Indonesia and also the gap between theory and practice in the application of SBAR and ISBAR communication and also especially in the Bandung and Cimahi areas, and The importance of clear communication standards for patient safety and reducing the risk of ineffective communication, the researchers are interested in researching appropriate communication techniques and applying SISBAR communication techniques by adding Salam in SBAR at Santosa Hospital Bandung Central and also to know what is the factor related to effective SISBAR Communication.

METHODS

Metode Study this use cross sectional design because measurement variable dependent and variable independent done at the same time . Variables to be be measured that is variable independent (factor age , type gender , education , length of work and nasal room) and variables independent (implementation communication with SISBAR method) on nurses implementation in the wards at Santosa Hospital Bandung Central.

Population case in study this is incharge nurse at Santosa Hospital Bandung Central, totaling 42 nurses with technique taking sample using total sampling so that whole population made sample on research this .Analysis bivariate used for see connection between 2 variables that is variable independent with variable dependent . Analysis this conducted for see meaningful relationship _ by statistics , can using statistical test Chi Square with level 95% confidence ($\alpha=0.05$).

RESULTS AND DISCUSSIONS

Results

Table 1. Distribution frequency age nurse executive in the room take care stay Santosa Hospital Bandung Central

VARIABLE	MEAN	MINIMUM - MAXIMUM
AGE	28.81	24 – 39

Based on table above _ obtained results that the average age The nurse who works at Santosa Hospital Bandung Central is 29 years old with age youngest 24 years old and age oldest 39 years .

Table 2. Distribution frequency Type Gender , education , length of work , origin room and implementation of SISBAR for nurses implementation in the room take care stay Santosa Hospital Bandung Central

VARIABLE	FREQUENCY	PERCENTAGE (%)
Type Sex		
Woman	35	83.3
boy _ _	7	16.7
Total	42	100
Last education		
D3 Nursing	33	78.6
Nurse	9	21.4
Total	42	100
Working Time		
< 5 Years	24	57.1
>= 5 Years	18	42.9
Total	42	100
Origin room the place work		
Western Sapphire	12	28.6
Eastern Sapphire	10	23.8
West Diamond	10	23.8
Pearl	10	23.8
Total	42	100
Implementation of SISBAR		
Not effective	20	47.6
Effective	22	52.4
Total	42	100

Based on table above _ obtained results part big There are nurses who work at Santosa Hospital Bandung Central 35 nurses _ by 83.3% of type sex men , there _ _ as many as 33 nurses of 78.6 % nurses educated last D3 nursing , yes 24 nurses _ of 57.1% with a length of work < 5 years , there are 12 nurses _ by 28.6% worked in the room western sapphire , and there as many as 22 nurses by 52.4% did communication effective with SISBAR method .

Table 3. Relationship Among age with implementation SISBAR communication on nurses implementation in the room take care stay Santosa Hospital Bandung Central

Implementation SISBAR	n	mean	SD	P Value
Communication				
Age Not Effective	20	27.60	3,102	0.048
Effective	22	29.91	4,116	

Based on the table above obtained age average result respondents who did SISBAR communication _ effective is 29 years old with standard 3 year deviation and mean age respondents who did SISBAR communication _ no effective is 27 years old with standard 4 year deviation . Statistical test results obtained p value 0.048, can concluded that there is significant relationship _ Among age with implementation SISBAR communication at Santosa Hospital Bandung Central.

Table 4. Relationship Among Type Gender , education , length of work , origin room with implementation SISBAR communication on nurses implementation in the room take care stay Santosa Hospital Bandung Central

Variable	Implementation SISBAR communication				Total	P value		
	Not Effective		Effective					
	n	%	n	%	n	%		
Type Sex	Woman	17	48.6	18	51.4	35	100	1,000
	Man	3	42.9	4	57.1	7	100	
Education	D3 Nursing	20	60.6	13	39.4	33	100	0.004
	Nurse	0	0	9	100	9	100	
Working Time	< 5 Years	16	66.7	8	33.3	24	100	0.011
	>= 5 Years	4	22.2	14	77.8	18	100	
Wards	Safir Barat	5	41.7	7	58.3	12	100	0.791
	Safir Timur	4	40	6	60	10	100	
	Berlian Barat	5	50	5	50	10	100	
	Mutiara	6	60	4	40	10	100	

Based on the table above obtained results type of respondent sex woman with implementation SISBAR communication is not effective by 48.6% and respondents who are sex man with implementation effective SISBAR communication of 57.1%, respondents with D3 Nursing education with implementation SISBAR communication is not effective by 60.6% and educated respondents nurses with implementation effective SISBAR communication by 100%, respondents who have worked < 5 years with implementation SISBAR communication is not effective by 66.7% and respondents who have a long working period 5 years _ with implementation effective SISBAR communication by 77.8%, as well as original respondent _ room work western sapphire with implementation SISBAR communication is not effective by 41.7% and respondents who came from room work sapphire East with implementation effective SISBAR communication by 60%.

Discussion

Based on the results of the study, it is known that the average age of nurses who don't effective implement the SISBAR communication method, namely 27 years old and the average age effective nurse implement the SISBAR communication method, which is 29 years old . Statistical test results using the Chi Square . Test value obtained $p = 0.048$ ($\alpha < 0.05$) p this shows that there is a significant relationship between the age of nurses and the implementation of the S IS BAR communication method in the Santosa Hospital Bandung Central Inpatient Room.

Research results this in accordance with results study from Panungkunan (2012) which states age nurse relate with implementation communication to patients by nurses . The more increase age somebody will increase ability in doing her job . Ability work somebody will the more more good when his age the more increase and also more workers old considered more competent by technical . because of that , aged nurse _ more old can communicate with good to patient . Communication is an interpersonal skill where factor age hold role urgent in mature somebody so that allow that person could weave connection therapeutic with the patient.

Nurses at Santosa Hospital andung Central have successfully used the S IS BAR mode of communication between nurses and doctors during consultations and handovers. When compared to SBAR, SISBAR communication is more efficient. It's easy to forget about the introduction because of the abbreviation of SBAR, which does not include the word "introduction" in the acronym itself.) (Badrujamaludin , 2021).

Research results for type variable gender, it can be seen that the majority of male respondents implement the effective SBAR communication method by 57.1 %, and female respondents mostly implement effective S IS BAR communication methods by 51.4%. The results of statistical tests using the Chi Square test obtained the value of $p=1.000(\alpha > 0.05)$, this means that there is no significant relationship between the sex of nurses and the implementation of the SISBAR communication method in the Santosa Hospital Bandung Central Inpatient Room.

Consistent research is Study Fitria (2013) which states no there is connection Among type sex respondent with obedience in doing communication . This thing because that employee men and employees woman no have difference in achievement work , because no there is difference in problem solving skills analyst , motivation , leadership as well as ability study . Besides that , in study Rudianti (2013) explains nurse woman nor nurse man have not quite enough same answer in showing results work in service nursing in accordance with provision or standard optimal professional practice . From result study this , give description that , type sex no could influence ability a nurse in implementation method SISBAR communication . That thing because good woman nor man have not quite enough same answer.

Research results for variable length of work The results show that respondents who have worked <5 years with implementation SISBAR communication is not effective by 66.7% and respondents who have a long working period 5 years _ with implementation effective SISBAR communication by 77.8% . The results of statistical tests using the Chi Square test obtained the value of $p = 0.011 (\alpha < 0.05)$, this means that there is a significant relationship between old nurses work with the implementation of the S IS BAR communication method in the Santosa Hospital Bandung Central Inpatient Room . Work experience is the overall lesson that a person gets from the events experienced during the course of his work. Something new _ in the work system can make a person more enthusiastic in applying and completing new things including the SBAR communication method (Lubis & Kamil , 2017). But on the other hand, the length of work that a person has can provide a person with more experience in completing his work, so that someone is accustomed to doing his work and producing more optimal results. This will certainly reflect good performance.

Research results for variable origin room work it was found that the respondents original respondent _ room work western sapphire with implementation SISBAR communication is not effective by 41.7% and respondents who came from room work sapphire East with implementation effective SISBAR communication by 60% . The results of statistical tests using the Chi Square test obtained the value of $p = 0.791 (\alpha > 0.05)$, this means that it shows no there is a significant relationship between the origin of space nurses work with the implementation of the SISBAR communication method in the Santosa Hospital Bandung Central Inpatient Room . Research results this , give description that , origin room work no could influence ability a nurse in implementation method SISBAR communication . That thing because good good that comes from room western sapphire , sapphire east , west diamond and space Pearl have not quite enough same answer . _

This research, conducted in the Hunter Health Area in New England and Australia by Aldrich, Duggan, Lane, Nair & Hill. (2009), found that ISBAR communications were used in handover communication between facilities for health or among house sick nurses because they were easier to remember, simpler, and also improved in quality. It's also possible to boost communication in a room by using Communication S ISBAR in the room maintenance. All previous components employed pleasantries (Assalamu Alaikum, Good Morning, Afternoon), but SISBAR takes into account cultural characteristics at RS Santosa Bandung (SHBC), (afternoon or evening) as part of aspects of Indonesian culture. Results from multiple investigations show the importance of handovers and standards in nursing practices that improve service in the acute, common, and emergency room settings (Yulia , 2010; Bost, Crilly, Patterson, & Chaboyer , 2012; Wainwright, & Wright, 2016). According to the results at SHBC, SISBAR is more effective than SBAR due to the inclusion of the Salam component and improved communication between nurses and doctors. According to the findings of this research, SISBAR communication is preferable to SBAR in terms of effectiveness. Nursing and medical staff in hospitals can use SISBAR as a substitute for traditional methods of handoff communication. Other hospitals and the country of Indonesia generally can benefit from the development of SISBAR communication with SBAR, ISBAR, and SISBAR. (Badrujamaludin et al, 2021)

CONCLUSIONS

Hasil The results of this study were obtained that from the four factors studied there is three related factors with p value for each of these factors are 0.048 (age variable), 0.004 (education variable) and 0.011 (variable length of work), while the other two factors are not there is connection with p value for each of these factors is 1,000 (variable type gender) and 0.791 (original variable room) . SISBAR is a better method for conveying information when compared to SBAR. Despite the fact that SBAR contains sections addressing introduction, nurses frequently overlook these sections due to the acronym's omission (aspects of introducing themselves and who is speaking). Nursing and medical staff in hospitals can use SISBAR as a substitute for traditional methods of

handoff communication. Communication between SISBAR and SBAR, or from ISBAR to SISBAR, can be built in Indonesia with the development of SBAR. Salam, Indonesia's standard greeting, is a defining characteristic of the country's verbal exchanges (both with good morning and part of it). This SISBAR Communication can be expanded to other hospitals in order to get greater outcomes.

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