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Comparative Study of Nurse Compliance in the Implementation of Effective Communication Methods Situation, Background, Assessment, Recommendation (SBAR) In Referral and Non Referral Hospitals COVID-19 Aceh Province

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Abstract: Communication is one of the most important things in providing services to patients because everything related to Covid-19 patients must be conveyed clearly, well and correctly. Communication Situation, Background, Assessment, Recomendation is a strategy that has been developed to address the problems that often occur in the realm of health services that are used to improve and improve health professional services and to reduce the occurrence of errors in service. The study used comparative studies by comparing 2 groups of hospitals as a comparison tool. The location of this study is in 2 different hospitals namely Fauziah Bireuen Hospital and Pidie Jaya Hospital and was conducted in December 2021. The instrument used is a questionnaire designed by the researcher to then conduct a test of validity and reliability. Data analysis using mann whitney statistical tests. The results of the study were obtained from both hospitals that were compared to both in the compliant category. Only in Non Referral Hospitals there are few nurses who have not done effective communication SBAR. As for the bivariate results obtained is the value of p value $0.000 < 0.05$. If the value p value < the critical limit of 0.05 then there is a meaningful difference between the two groups or that means H1 is accepted. Nurses who served at Covid-19 Referral Hospital were declared compliant in carrying out effective communication with the SBAR method at the time of handover. The conclusion obtained from the results of this study is that nurses who serve in Covid-19 Non Referral Hospitals are declared compliant in carrying out effective communication with the SBAR method at the time of handover, there are differences related to the implementation of effective communication with the SBAR method at the time of handover between Covid-19 Referral Hospital and Non Referral Hospital Covid-19.

Keywords: Compliance, SBAR Communication, Covid-19.

1. INTRODUCTION

Communication is one of the most important things in providing services to patients because everything related to Covid-19 patients must be conveyed clearly, well and correctly. On the basis of this, adjustments are needed from various parties to communicate so that the message you want to convey related to Covid-19 patients can run smoothly. Until now this continues to be the concern of all medical personnel and adjustments are needed in communicating given the obstacles experienced.

Communication Situation, Background, Assessment, Recomendation is a strategy that has been developed to address the problems that often occur in the realm of health services that are used to improve and improve health professional services and to reduce the occurrence of errors in service. SBAR as a communication tool has 4 components namely Situation, Background, assessment, and recommendation (Marquis & Huston, 2017).

Based on the results of Hariyanto's research (2019) on Analysis of the application of effective communication with Situation, Background, Assessment, and Recommendation (SBAR) techniques on the risk of patient safety incidents at Anton Soedjarwo Pontianak Hospital, nurses felt a good impact after applying SBAR communication techniques to patients. Some activities that require effective communication between professions include: communication / instruction in oral or telephone form, data delivery / critical examination results, referral system, and patient handover activities.

From the exposure of the problems that have been stated above and the importance of effective communication implementation, the Researcher strives to get a comparison of how nurses' compliance in carrying out effective SBAR communication in two regional hospitals between referral and non-referral Covid-19.

2. METHOD

Types of quantitative research; comparative studies conducted in October -December 2021. The sample in this study amounted to 30 people at the research site used is rsud dr. Fauziah (Covid-19 Referral Hospital) and Pidie Jaya Hospital (non-referral Covid-19). The questionnaire sheet was compiled by the Researcher using sop implementation of effective communication SBAR in both hospitals as a research site. The instrument tool itself is adopted from the KARS guidelines.

3. STATISTICAL ANALYSIS

Data analysis is done using a statistical test called a different test. The statistical test used in this study is the Parametric Test for two independent samples using the t test if the data distribution is normal (Sugiyono, 2014).

4. RESEARCH RESULTS

No	Data Characteristics of Respondents	Rs. Rujukan		Rs Non Rujukan	
		Frekuensi	Persentase(%)	Frekuensi	Persentase (%)
1	Age				
	20-30 Years	11	36.7	8	26.6
	31-40 Years	14	46.7	17	56.6
	> 41 Years	5	16.7	5	16.6
Jumlah		30	100	30	100
2	Education	Frekuensi	Persentase(%)	Frekuensi	Persentase(%)
	SPK	4	13.3	2	6.66
	DIII Keperawatan	17	56.7	19	63.3
	S1 Keperawatan	9	30	9	30
	Ners	0	0	0	0
Jumlah		30	100	30	100
3	Marital Status	Frekuensi	Persentase (%)	Frekuensi	Persentase(%)
	Marry	19	63.3	15	50
	Unmarried	11	36.7	15	50
	Widow	0	0	0	0
	Widower	0	0	0	0
Jumlah		30	100	30	100
4	Position	Frekuensi	Persentase(%)	Frekuensi	Persentase(%)
	Karu	1	3.3	3	10
	Ketua Tim	6	20	6	20
	Perawat Pelaksana	23	76.7	21	70
Jumlah		30	100	30	100
5	Staffing Status	Frekuensi	Persentase(%)	Frekuensi	Persentase (%)
	PNS	15	50	11	36.6
	Kontrak	10	33.3	14	46.6

From the table above it is found that the majority of 32-40 year olds (46.7%), nursing D-III education (56.7%), married marital status (63.3%), Acting Nurse Position (76.7%), Civil Servant Staffing Status (50%), Length of employment >5 Years (40%), Have attended training never (73.3%) and Nurse Compliance at Referral Hospital Obedient (46.6%).

5. DISCUSSION

Based on the results of statistical tests with Mann-Whitney on the difference in effective

communication compliance with the SBAR method at the time of handover obtained a p-value of 0.000 <0.05. If the value p value < the critical limit of 0.05 then there is a meaningful difference between the two groups or that means H1 is accepted.

Based on the discussion of researchers in the above univariate analysis that both groups of Hospitals between Referral and Non-Referral there are several differences among them in the characteristics of patients served. Referral hospitals tend to interact more often with patients infected with Covid-19. There are some special treatments that must be applied if making contact with the patient so that this becomes a must for nurses who work in referral hospitals to be able to go the extra mile. In addition to preventing unwanted events resulting from communication errors between nurses at the time of handover but also for the safety of the nurse itself. So the slightest information becomes very important to be communicated by the nurses.

Research conducted by Rezkiki in 2017 that examined the factors related to the application of SBAR communication in the inpatient room. The results of the study obtained in the study is the relationship between the motivation of nurses to the application of SBAR communication and the value of p value obtained is 0.013.

Unlike the Referral Hospital, Non-Referral Hospital performs services to patients who are not infected with Covid-19. Communication is a common thing that they do every day during handovers. Routine activities that are carried out regularly cause boredom and eventually loss of motivation so that eventually SBAR communication risks not being run properly. This is what according to the assumption of researchers there are still nurses who have not carried out effective SBAR communication properly and correctly.

6. CONCLUSION

There are differences regarding the implementation of effective communication with the SBAR method at the time of handover between Covid-19 Referral Hospital and Covid-19 Non Referral Hospital.

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