

FACTORS RELATED TO THE QUALITY OF HANDOVER OF *SITUATION, BACKGROUND, ASSESSMENT, RECOMMENDATION* (SBAR) METHODS ON INTERNAL PATIENT TRANSFER

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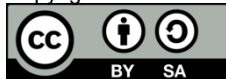
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ABSTRACT

Communication errors are one of the causes of patient safety incidents. Handover of internal patient transfers using the SBAR method is a form of communication whose implementation has not been carried out optimally. Purpose: To determine the factors associated with the quality of the SBAR handover method in internal patient transfers. Research method: Type of correlational quantitative research. Cross-sectional research design. The population consisted of 94 nurses who carried out internal patient transfers. The sample consisted of 76 nurses who transferred level 0 patients. The sampling technique uses purposive sampling. Measuring tools use questionnaires and observation sheets. Statistical tests use the Chi-Square test. Results: Nurse attitude ($P\text{-value} = 0.000$) and Odds Ratio 8.543, receive motivation ($P\text{-value} = 0.003$) and Odds Ratio 5.315, Head of Space leadership ($P\text{-value} = 0.001$) and Odds Ratio 6.367, and head of room supervision ($P\text{-value} = 0.002$) and Odds Ratio 5.769. has a $P\text{-value}$ of <0.005 , using Chi-Square Test analysis and Logistic Regression to see the most influential variable, nurse attitude. Conclusion: The attitude sub-variable is the most influential on the quality of SBAR method handover in internal patient transfer. Suggestion: Hospitals must conduct periodic and continuous evaluations of handover activities. The nurse's attitude that needs to be improved is the understanding of the stages and adjustment of the appropriate internal transfer time of the patient.

Keywords: Handover quality; internal patient transfer; SBAR method

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INTRODUCTION

Effective communication is communication that is carried out in a timely, accurate, clear, and easily understood by the recipient of the message (recipient) to reduce the level of error or incomprehension (Kemenkes RI, 2017). Communication-based on the aspect of delivery is divided into oral, written, and electronic communication (Kusumawati, 2016; Chung et al., 2022). The communication that has the most potential for error is the provision of instructions orally or by telephone, reporting critical results, and at handover (Adventus, 2019; Douglas et al., 2021). The Joint Commission International (JCI) explains that nearly 60% of medical errors are caused by communication problems (Müller et al., 2018). Communication errors between January 2015 and

December 2015 744 cases were the cause of incidents in hospitals. Miscommunication will have an impact on the quality of patient care and can even result in patient safety incidents (Robiah, 2015; Bertrand et al., 2021). Patient safety incidents submitted in the National Patient Safety Reporting and Learning System (SP2KPN) have the following percentages: Near Injury Events (KNC) of 38%, Non-Injury Events (KTC) of 31%, and Unexpected Events (KTD) of 31% (Arjaty, 2020).

Handover activities are service activities in nursing related to communication (Mariosa, 2019). Handover carried out in the hospital consists of three types, namely between care professionals (PPA), between different care units (internal transfers), and from patient care units to diagnostic service units. Communication in handover should be conducted by patient safety standards to

promote effective communication. The Situation, Background, Assessment, Recommendation (SBAR) method is a communication standard during handover (Wardhani, 2021; Müller et al., 2018). The SBAR method aims to improve communication skills between nurses and other professionals as well as between nurses and other nurses (Ratminto, 2021; Jeong et al., 2020).

Handover of patients with the SBAR method in its implementation encounters several obstacles that can cause a decrease in the quality of handover (Arianti, 2017; Lazzari et al., 2024; Müller et al., 2018). Factors related to the quality of patient handover with the SBAR method in the care unit consist of nurse motivation, nurse caring attitude, head of room supervision, and head of room leadership (Damanik, 2022; Sulistyowati, 2020). The quality of patient handover is not related to the level of knowledge of nurses in the care unit (Mairestika, 2021; Redley et al., 2017; Sujan et al., 2014).

Data obtained from a preliminary study at RSJD dr. Amino Gondohutomo, Central Java Province, showed that the number of nurses who transferred internal patients in December 2022 was 94 people. Rooms that transfer patients include the Arimbi room, Citro Anggodo room, UIP room, Brotojoyo room, RIPD room, bhisma room, emergency room, and polyclinic. Data on the transfer intensity of patients with level 0 criteria as much as 90%, level 1 as much as 6.5%, and level 2 as much as 3.5%. From these data, patients with level 0 criteria have the highest transfer intensity. The results of observations using the internal patient transfer sheet at transfer level 0 found that of the 15 nurses in the S (Situation) component, 50% performed according to the transfer sheet, the B component (Background) 40%, the A component (Assessment) 30% and the R component (Recommendation) 60%.

The results of interviews with four heads of stable ward rooms found that 50% of patient transfer nurses have implemented the handover of the SBAR method systematically and 50% of nurses have not done it systematically. The cause of the unsystematic implementation of the handover of the SBAR method is that the nurse feels that level 0 patients do not need more attention, are indifferent,

and ignores the patient's stable condition, the transfer nurse is also less motivated to display good performance during the transfer. The head of the room who rarely supervises during the transfer makes the nurse not pay attention to the SBAR component in the handover. The working atmosphere and the need for nurse comfort that can be accommodated due to the influence of the leadership type of the head of the room also resulted in the non-implementation of the handover of the SBAR method properly.

Data obtained from the patient safety team of RSJD Dr. Amino Gondohutomo in the 2022 period showed that there were 17 cases (33.3%) of Unexpected Events (KTD), 31 cases (60.8%) of Potential Injury Events, 2 cases (3.9%) of Near Injury Events, and 1 case (1.96%) of sentinel events. One of the factors causing the Unexpected Event (KTD) is the lack of proper handover when internal patient transfers are carried out. Based on this phenomenon, this study aims to identify factors related to the quality of handover of the Situation, Background, Assessment, and Recommendation (SBAR) method on internal patient transfer at RSJD Dr. Amino Gondohutomo Semarang Central Java Province".

METHOD

This type of research is correlation analytic and uses a *correlational quantitative* research design. The research was conducted on May 15 – June 20, 2023, at RSJD Dr. Amino Gondohutomo, Central Java Province. The independent variables in this study were nurse attitude, nurse motivation, head of room leadership, and supervision of the head of space. The dependent variable in this study was the quality of the handover of the SBAR method on internal patient transfer. The population in this study is nurses who transferred patients at RSJD Dr. Amino Gondohutomo, Central Java Province, in April 2023, amounting to 94 people. The sample in this study was nurses who transferred level 0 patients, which was 76 people who determined the number of samples using *purposive sampling techniques*. Data collection tools in this study were the nurse attitude questionnaire, nurse motivation questionnaire, head of room leadership questionnaire, head of room supervision

questionnaire, and handover quality observation sheet on internal patient transfer with the SBAR method. The questionnaire in this study has been tested for validity and reliability, while the handover quality observation sheet is an internal patient transfer form of RSJD Dr. Amino Gondohutomo Central Java Province. The research was conducted after going through a research ethics test process by the Research Ethics Committee of Karya Husada University (Number: 179/KEP/UNKAHA/SLE/III/2023) and the Health Ethics Research Team (KPEK) of RSJD Dr. Amino Gondohutomo, Central Java Province (Number: 070/3589).

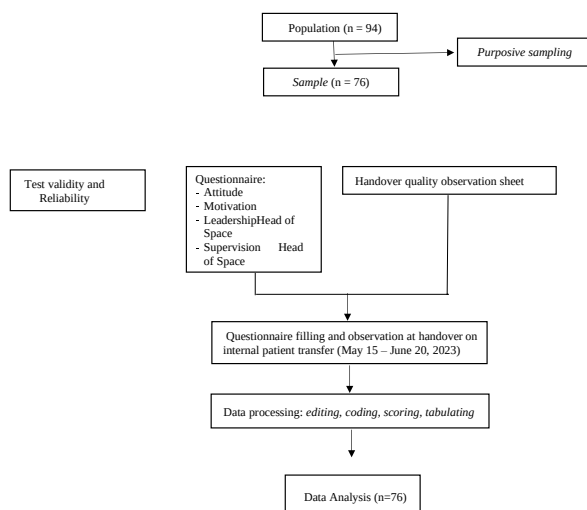


Figure 1. Research Flow Chart

RESULTS

The purpose of this study was to determine the factors related to the quality of SBAR method handover in internal patient transfer by univariate and bivariate analysis.

Table 1. Characteristics of Respondents (n=76)

Characteristics of respondents	Mean±SD	Minimal-maximal	F	%
Age	37,39±6,408	27-55	-	-
Length of working	12,43±7,201	2-30	-	-
Sex:				
a. Male	-	-	22	28,9
b. Female	-	-	54	71,1
Education:				
a. Diploma Nursing	-	-	43	56,6

b. DIV Nursing	-	-	1	1,3
c. Ners	-	-	32	42,1
Total			76	100

The characteristics of respondents based on Table 1 shows that the youngest age of respondents is 27 years, with the length of work of respondents starts from 2 years and the majority of respondents was a females with based education of Diploma nursing.

Table 2 Nurse attitude and motivation, head of room leadership and supervision, quality of SBAR method handover in internal patient transfer (n=76)

No	Variables	F	%
1.	Attitude		
a.	Positive	56	73,7
b.	Negative	20	26,3
2.	Motivation		
a.	Strong	50	65,8
b.	Low	26	34,2
3.	Head of room leadership		
a.	Fasilitated	46	60,5
b.	Unfasilitated	30	39,5
4.	Head of room supervision		
a.	Good	48	63,2
b.	Bad	28	36,8
5.	Handover quality		
a.	Good	53	69,7
b.	Bad	23	30,3
	Total	76	100

Table 2 shows that the majority of respondents have a positive attitude, strong motivation, good supervision and fasilitated headof room leadership. The quality of the handover of the *Situation, Background, Assessment, Recommendation* (SBAR) method on internal patient transfer shows that most respondents have a good quality.

Table 3 The relationship between nurses' attitudes & motivation, head of room leadership and supervision towards the quality of handover of the *Situation, Background, Assessment, Recommendation* (SBAR) method on internal patient transfer (n=76)

Variable s	Handover Quality by <i>Situation, Background, Assessment, Recommendation (SBAR) Method</i>				Total	%	P- val ue	OR
	Good		Bad					
	f	%	f	%				
Nurse's Attitude								
Positive	46	82,1	10	17,9	56	73,7	0,00	8,543

Negative	7	3	1	6	20	26,3		
		5	3	5				
Nurse's Motivation								
Strong	4	82	9	18	50	65,8	0,003	5,315
Low	1	46,2	14	53,8	26	34,2		
Head of room leadership								
Fasilitated	3	84,8	7	15,2	46	60,5	0,001	6,367
Unfasilitated	1	46,7	16	53,3	30	39,5		
Head of room supervision								
Good	4	83,3	8	16,7	48	63,2	0,002	5,769
Bad	1	46,4	15	53,6	28	36,8		

Table 3 shows that all variable has significant relation with the quality handover of the *Situation, Background, Assessment, and Recommendation* (SBAR) with p-value <0,05. The results of the statistical test obtained an *Odds Ratio* (OR) of 8.543 meaning that a positive nurse attitude has a chance of quality handover of the *Situation, Background, Assessment, and Recommendation* (SBAR) method on good internal patient transfer as much as 8 times compared to a negative attitude. Attitudes have an 8.5 times greater chance of providing better SBAR quality during handover than those who do not apply positive attitudes. Statistically, look at the lower and upper values. The lowest and greatest risks are explained based on the lower and upper values.

DISCUSSION

The results of this study showed that most respondents had a positive attitude, namely as many as 56 respondents (73.7%), while 20 respondents (26.3%) had a negative attitude. This is by the results of the study which states that the picture of handover communication with SBAR is to show positive behavior and attitude (Sukesih, 2019; Müller et al., 2018). A positive attitude arises because of sufficient information about internal patient transfer as well as an understanding of SPO internal patient transfer, and application when carrying out nursing care related to nurses (Bakri, 2021). The negative attitude shown by 26.3% of respondents is certainly influenced by several things, including non-compliance with SPO and lack of *caring* behavior in providing nursing care. A negative attitude is an attitude that shows rejection or

disapproval of the prevailing norm (Hanurawan, 2018; Bertrand et al., 2020). The results of this study are from previous research, namely in the implementation of the handover, most nurses have a good attitude (Damanik, 2022).

Respondents had strong motivation when handing over the SBAR method on internal patient transfer, namely as many as 50 respondents (65.8%), while 26 respondents (34.2%) had weak motivation. The results of this study are supported by previous research that 55.6% of nurses have high work motivation in the implementation of handover. Nurses who have strong motivation will carry out the handover by the SOP for the handover of internal patient transfers. This motivation is what drives a person to behave, and activity in achieving goals. Respondents' weak motivation was influenced by several things, including lack of supervision, feeling less rewarded, and uncomfortable working conditions. The results of this study are from previous research, namely the implementation of the handover, most nurses have a strong motivation in the implementation of the handover (Sulistiyowati, 2019).

Most respondents were facilitated by the leadership of the head of space because they felt comfortable, fit their workload, and got protection when conflict occurred (Utami, 2020). Respondents who are less facilitated by the type of head of space leadership are caused by several things, including personality mismatches, personal problems, and work situations that are not conducive Suyanto, 2020). This research is supported by previous research where most nurses do handover well and have the appropriate head-of-room leadership type (Rusdi, 2019). The results of other studies also show that the leadership picture of the head of the room can facilitate the needs of nurses as much as 71% (Noer, 2021).

The quality of handover is influenced by PPJA's competence and a good level of knowledge so that the process of delivering information becomes more accurate and precise, besides that aspects of clinical judgment and PPJA's attitude also affect the quality of handover (Nela, 2020).

Implementation of handover on internal transfers with The SBAR method can facilitate the delivery of information in a structured manner (Mariosa, 2019). Another study states that good handover quality is influenced by the correct handover implementation method by the SBAR (Ji *et al.*, 2021) method. The results of observations made by nurses on the implementation of handover in this study showed that 35% of respondents in this study carried out the situation component, 25% did the background component, 15% did the assessment component, and 25% did the recommendation component. The data shows that respondents only focus on the patient's condition at the time of transfer, the therapy given and the patient's program to be given but the delivery of problems experienced and found in patients in the assessment component is rarely conveyed at handover.

The negative attitude of nurses in the good handover category is caused by several factors, including nurses only completing work as a formality, and only wanting to get praise from superiors and colleagues (Suryani, 2020). Nurses who have a negative attitude do not always have poor handover quality, 35% of respondents have good handover quality. The quality of a good handover is influenced by several factors, namely the ability to understand theory and take advantage of opportunities to look perfect (Ghosh *et al.*, 2021).

The statistical test results obtained a P-value = 0.000, so it can be concluded that there is a relationship between nurses' attitudes towards the quality of handover of the Situation, Background, Assessment, and Recommendation (SBAR) method in internal patient transfer. This research is supported by previous research, namely, there is a relationship between nurses' attitudes and behaviors with the implementation of weigh-ins in the Inpatient Room of RSJ Sambang Lihum (Amaliah, 2023). Another study states that attitude is related to the quality of the handover of the SBAR method (Rusdi, 2019). The attitude of nurses in the implementation of weigh-ins is very important to reduce the number of

unexpected events and improve the quality of service in hospitals (Amaliah, 2023). The results of the multivariate analysis developed by researchers in this study show that there is one sub-variable (nurse's attitude) that most affects the quality of the handover of the Situation, Background, Assessment, Recommendation (SBAR) method with a p-value of $0.000 < 0.05$. The largest OR value obtained is obtained Odds Ratio (OR) of 8.543 meaning that a positive nurse attitude has a chance of quality handover of the Situation, Background, Assessment, Recommendation (SBAR) method on good internal patient transfer as much as 8 times compared to a negative attitude.

As many as 18% of respondents have strong work motivation but have poor handover quality, this is influenced by several things, including a low level of understanding about internal transfer handover using the SBAR method, and a hasty attitude in carrying out the handover. This is the theory that states that poor performance is influenced by low levels of knowledge and attitudes (Winardi, 2021).

The statistical test results obtained a P-value = 0.003, so it can be concluded that there is a relationship between nurse motivation and the quality of handover of the Situation, Background, Assessment, and Recommendation (SBAR) method in internal patient transfer. From the results of statistical tests, an Odds Ratio (OR) of 5.315 means that strong nurse motivation has a chance of quality handover of the Situation, Background, Assessment, Recommendation (SBAR) method on good internal patient transfers as much as 5 times compared to weak motivation. This research is supported by previous research. The results of the bivariate analysis found that: There was a significant relationship between motivation and handover quality with very strong relationship strength and relationship direction (+), and there was a relationship between the implementation of supervision of headroom with handover quality with a very strong relationship strength and relationship direction (+) (Mairestika, 2021;

Muharni, 2020; Sulistyowati, 2020). Nurses have poor handover quality even though facilitated by the leadership of the head of the room which is the cause of the high workload of nurses so that they seem rushed to complete other work. This is to the theory that the workload of nurses will affect the quality of nursing care.

The statistical test results obtained P-value = 0.001, so it can be concluded that there is a relationship between the head of the room's leadership and the quality of the handover of the Situation, Background, Assessment, Recommendation (SBAR) method in internal patient transfer. From the results of statistical tests, an Odds Ratio (OR) of 6.367 means that the leadership of the head of the facilitated room has a chance of quality handover of the Situation, Background, Assessment, and Recommendation (SBAR) method in a good internal patient transfer as much as 6 times compared to the leadership of the head of the room which is less facilitated. The results of this study are similar to the results of previous research that there is a relationship between the leadership of the head of space and the quality of the handover of the SBAR method (Trinesa, 2020; Mairestika, 2021). As many as 16.7% of respondents had poor handover quality despite getting good supervision from the head of their room. This is due to several factors, including an attitude that does not care about the assessment of the head of space and a workload that is felt to be heavy so there is a lot of other work to be done.

The results of the statistical test obtained a P-value = 0.002, so it can be concluded that there is a relationship between the supervision of the head of the room on the quality of the handover of the Situation, Background, Assessment, Recommendation (SBAR) method in internal patient transfer. From the results of statistical tests, the Odds Ratio (OR) of 5.769 means that good room head supervision has a chance of quality handover of the Situation, Background, Assessment, Recommendation (SBAR) method on good internal patient transfer as much as 5 times

compared to poor room head supervision. This research is supported by previous research. The results showed a relationship between supervision and the implementation of the handover ($p = 0.023$) (Ayuni, 2019).

The limitation of this study was that it had a small size sample and only three variables that influenced the handover of patients.

CONCLUSION

There is a relationship between nurses' attitudes and motivation, the leadership, and the supervision of the head of the room towards the quality of handover of the Situation, Background, Assessment, and Recommendation (SBAR) method on internal patient transfer. Further research will be able to examine other factors that might influence the quality of handover patients with other methods.

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