

**PROGRAM STUDI S1 KEPERAWATAN
FAKULTAS ILMU KEPERAWATAN DAN KESEHATAN
UNIVERSITAS MUHAMMADIYAH SEMARANG**

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STUDI DESKRIPTIF PELAKSANAAN KOMUNIKASI EFEKTIF METODE SBAR (SITUATION, BACKGROUND, ASSESSMENT, RECOMMENDATION) PERAWAT DI RSUP Dr. KARIADI SEMARANG

xv + 56 halaman + 9 tabel + 2 bagan + 8 lampiran + 32 kepustakaan

ABSTRAK

Latar belakang: komunikasi efektif merupakan indikator *International Patient Safety Goals* (IPSG) ke 2. Standar akreditasi rumah sakit JCI mensyaratkan rumah sakit menyusun cara komunikasi yang efektif, tepat waktu, akurat, lengkap, jelas, dan dapat dipahami penerima. Salah satu bentuk komunikasi perawat dengan perawat adalah serah terima pasien/ *handover* dengan metode SBAR. Pelaksanaan komunikasi SBAR di RSUP Dr Kariadi Semarang dalam pelaksanaannya belum mencapai target 100%. **Tujuan:** penelitian ini untuk mengetahui pelaksanaan komunikasi efektif metode SBAR (*Situation, Background, Assessment, Recommendation*) perawat. **Metode:** jenis penelitian *deskriptif*. Pendekatan yang digunakan *cross sectional*. Populasi dan sampel penelitian ini adalah perawat rawat inap Rajawali 3A dan 3B sebanyak 43 orang. Teknik sampling menggunakan *purposive sampling*. Alat ukur menggunakan lembar observasi. Uji statistik menggunakan uji statistik deskriptif. **Hasil:** umur rata-rata responden adalah 31,51 tahun, pendidikan perawat sebagian besar D3 sebanyak 24 responden (55,8%) dan lama kerja rata-rata responden adalah 6,88 tahun. Pelaksanaan komunikasi efektif pada aspek *situation* pada perawat rata-rata 6,95, pelaksanaan komunikasi efektif pada aspek *background* pada perawat rata-rata 2,95, pelaksanaan komunikasi efektif pada aspek *assessment* pada perawat rata-rata 5,95 dan pelaksanaan komunikasi efektif pada aspek *recommendation* pada perawat rata-rata 4,00. **Kesimpulan:** pelaksanaan komunikasi efektif SBAR sudah efektif, hal yang perlu diperbaiki yaitu menyebutkan tanggal masuk dan hari perawatan, mengidentifikasi pengetahuan pasien, menyebutkan pemeriksaan tambahan (radiologi) yang perlu disampaikan. **Saran:** rumah sakit sebaiknya memberikan pelatihan secara berkelanjutan tentang komunikasi efektif agar perawat dapat menerapkan komunikasi efektif serah terima lebih baik, mengadakan evaluasi berkala dan berkesinambungan terhadap kegiatan serah terima perawat.

Kata kunci : Pelaksanaan Komunikasi Efektif, Metode SBAR (*Situation, Background, Assessment, Recommendation*), Perawat
Daftar Pustaka : 32 (2011 - 2019)

**UNDERGRADUATE PROGRAM IN NURSING
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A DESCRIPTIVE STUDY ON THE IMPLEMENTATION OF NURSE'S EFFECTIVE COMMUNICATION BY USING SBAR (SITUATION, BACKGROUND, ASSESSMENT, RECOMMENDATION) AT RSUP Dr. KARIADI SEMARANG

xv + 56 pages + 8 tables + 2 schemes + 8 appendices + 32 references

ABSTRACT

Background: *Effective communication is the number 2 indicator in International Patient Safety Goals (IPSG). The JCI hospital accreditation standard requires hospitals to arrange effective communication procedures, on time, accurate, complete, clear, and understandable for the acceptor. One of the forms of communication between nurses is the patient handover by using the SBAR method. the implementation of SBAR communication at RSUP Dr. Kariadi Semarang has not 100% reached the target.* **Objective:** *This research was aimed to find out the implementation of nurse's effective communication using SBAR (Situation, Background, Assessment, Recommendation) method.* **Methods:** *It was a descriptive study employing a cross-sectional approach. The population and sample of this research were 43 inpatient nurses from Rajawali 3A and 3B. The sample was taken using purposive sampling. Besides, the instrument used to gain the data was an observation sheet. The data then statistically tested using a descriptive statistic test.* **Findings:** *The research found that the average of the respondents' age was 31.53 years old, the nurse education was mostly Associate Degree with 24 respondents (55.8%) and the average length of work of respondents was 6.88 years. The average of effective communication implementation on the aspect of the situation in nurses was 6.91, the average of effective communication implementation on the background aspect of nurses was 2.95, the average of effective communication implementation on the aspects of nurse's assessment was 5.95 and the average of effective communication implementation on aspects nurses' recommendations was 4.00.* **Conclusion:** *The implementation of SBAR communication was concluded as effective. some points that need improvement are mentioning the check-in date and treatment day, identifying the patient's knowledge, mentioning the required additional treatment (radiology).* **Recommendation:** *The hospital should provide continued training about effective communication so nurses could implement better handover with effective communication. The hospital is expected to administer regular and continuous evaluations of the nurse handover activities.*

Keywords : *Implementation of Effective Communication, SBAR Method (Situation, Background, Assessment, Recommendation), Nurse*

Bibliography : *32 (2011 - 2019)*