THE EFFECT OF HEAD NURSE’S SUPERVISION ON THE IMPLEMENTATION OF EFFECTIVE COMMUNICATION (SBAR) DURING THE HANDOVER PROCESS

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ABSTRACT

Background: The Situation, Background, Assessment And Recommendation (SBAR) method was very effective in increasing the effectiveness of Handover process between shifts or staff in the same or different clinical areas. The SBAR method was used when nurses carried out the handovers, moved the treatment rooms, and reported the patient's condition to the doctor. One of the factors that influenced the implementation of the effectiveness of SBAR communication was the role of room head supervision as a form of learning guidance, sharing experiences, providing motivation, and counseling. Objectives: To determine the effect of head nurse’s supervision on the implementation of effective communication (SBAR) during the handover process. Methods: This study used a qualitative approach with the Pre-Experimental Experiment method, while the research design was One Grup Design pre-intervention - post-intervention. This research was conducted at a private hospital in Palembang. The data normality test was carried out by using the Kolmogorov-Smirnov statistical test, while the bivariate analysis used a non-parametric statistical test, namely the Wilcoxon test. Results: The results of the study on the implementation of SBAR effective communication showed the results before intervention as much as 100.0% in the poor category, while after the intervention treatment as many as 60.0% in the perfect category. Based on the Wilcoxon signed rank statistical test, the Z value was -3.411 and the asymp sig value (2-tailed) 0.001 is smaller than the alpha level 5% (0.05) so that Ho was rejected; there is a significant average difference before and after the supervision of the head of the room on the implementation of SBAR effective communication. Suggestion: It is expected to improve the implementation of SBAR effective communication at the time of Handover which is more optimal, especially in the room by resocializing SPO, optimizing the supervision of the head of the room, and continuing to attend training, especially on Effective SBAR communication.

Keywords: Effective Communication SBAR, Handover, Supervision
INTRODUCTION

The latest effective communication framework used in hospitals is SBAR communication, WHO requires hospitals to use a strategic standard, namely SBAR communication method. SBAR communication is a communication which is consisting of 4 components, namely S (Situation) is a picture that occurred at the time. B (Background) is a background of the situation that occurred. A (Assessment) is an assessment of a problem. R (Recommendation) is an action that asks for suggestions for the correct action that should be taken for the problem. SBAR communication in the world of health was developed by patient safety experts from California to assist communication between doctors and nurses. SBAR communication was designed for communication in risky situations between nurses and doctors to solve patient problems (Joint Commission International, 2012).

Minister of Health Regulation (PMK) Number 11 in 2017 stated that every hospital is required to strive to meet patient safety goals. Patient safety goals include achieving accurate patient identification, increasing the effective communication, increasing drug safety that needs to be alerted, certainty of the right location, right procedure and right surgery patient, reducing the risk of infection related to health services, and reducing the risk of patients falling (Permenkes, 2017).

Of the six elements of the main patient safety goal of care services to patients is effective communication by avoiding the risk of errors in providing patient nursing care and improving the continuity between nurses and treatment and it can be realized properly through the effective communication among nurses, as well as with other health teams (Nursalam, 2016). Effective communication is the main element of patient safety goals because communication is the first cause of patient safety problems. Effective communication that is timely, accurate, complete, clear, and understood by the recipient reduces errors and improves patient safety. So, in effective communication, aspects of clarity, accuracy, in accordance to the context of language and information, systematic flow and culture must be built. Ineffective communication will pose a risk of errors in providing nursing care (Supinganto, A. Mulianingsih, M & Suharmanto, 2015).

The application of SBAR method must also be followed by the TBaK technique to avoid misinformation (Langsa, 2015). The SBAR method can also be used effectively to improve handovers between shifts or between staff in the same or different clinical areas. SBAR provides an opportunity for discussion between members of the health team or other health teams. The technique of using SBAR was also used at the Handover process between members of the surgical team for six years after implementation in the operating room. The frequency of SBAR components used according to the type of role and function. The anesthesia team has a larger role than the first assistant when carrying out SBAR. In addition, the duration of the anesthetic Handover is longer than the surgical technician and surgical assistant (Hunter et al., 2017). While according to Yogae’s (2019) research results, it was showed that there was changing after the intervention of knowledge dissemination and role play, in using SBAR technique. So that nursing care will be carried out properly and improve the quality of nursing services.

The head of the room as a nursing manager functions to supervise the management of nursing care, one of which is to supervise the implementation of effective SBAR communication. Based on the concept, supervision is in the actuating stage as an effort to maintain and control all activities that
are being carried out so that they are carried out according to plan (Herdiana & Rosa, 2014). Meanwhile, according to Robbins (2015) if the role of the head of the room is not carried out properly, there will be a decrease in health services, a decrease in employee motivation, a decrease in employee skills or abilities, lack of employee discipline, lack of actual and updated information from outside or within the organization, disorganized resources form the outside, and there are difficulties in problem solving.

One of the impact if the supervisor's role is not carried out properly is that the relationship in carrying out the nursing process will be weak, decrease employee motivation and decrease employee commitment to the quality of health services. (Similar Sitorus & Panjaitan, 2011). Supervision is the process of ensuring that activities are carried out in accordance to the organizational goals by supervising the implementation of the activities. This competency must be possessed by a supervisor, namely the head of the room in an effort to improve the performance of implementing nurses (Pebriani, 2016). Proper supervision will be able to direct all nursing resources in providing excellent and quality nursing services. (Wang et al, 2020).

Setiawan's research (2018) explains that the ability of a room supervisor in carrying out supervision has an effect on the quality of nurse performance. A similar study conducted by Fazriannor (2018) explains that the role of supervisor is very influential in improving the performance of nurses. Supervisors can improve the performance or motivation of nurses by providing guidance, direction, motivation, training, and plans for supervision activities to nurses. So that the role of supervisor as the head of the room on the implementation of effective communication: SBAR is very much needed.

Effective communication of patient clinical information is an important factor to provide safety and high quality. The result of the study used both observation and interview the head of the room from 25 to 26 July 2019. The implementation of SBAR's effective communication has been mostly carried out by doctors and nurses. Meanwhile, the implementation of supervision by the head of the room regarding the implementation of effective SBAR communication has never been held.

Based on the background description, the researcher wants to discuss effective communication: SBAR, encouraging researchers to know more about implementing effective communication: SBAR with the supervisory role of the head of the room.

MATERIALS AND METHODS

This research was conducted by using a pre-experimental research method with the One Group Pretest-posttest design, which is a study that aims to obtain information about the influence of the supervisory role of the head of the room on the implementation of effective communication of SBAR at Handover process.

The population in this study was nurses in SBAR effective communication before and after the intervention in the form of supervision of the head of the room who had received permission, the total was 15 respondents. This research was conducted at a private hospital in Palembang from February to November 2021. And the sample of this study used a non-probability sampling method, namely those that met the Inclusion Criteria (For morning shift nurses, afternoon shift nurses, nights who are not on leave, and those who were willing to be respondents, and Nurses who are present during shift operations) and Exclusion Criteria (unwilling to make respondents and nurses who are on leave).
The researchers explained about the ethical aspects in the study accompanied by an explanation of the applicable forms that are carried out on the aspects. Ethical considerations that are commonly used in this study to address the risks or impacts that arise in this study are self-determination, privacy, anonymity, confidentiality and protection from discomfort.

The statistics test in this study used parametric statistics. Before carrying out statistical tests, the data normality test was first carried out to determine whether the data was normal or not, namely the Kolmogorov-Smirnov statistical test. So if the data is still not normal, then the data processing is carried out by non-parametric statistical tests, namely the Wilcoxon test.

RESULTS RESEARCH
Univariate Analysis Results
Characteristics of Respondents

The total respondents in this study were 15 respondents with the distribution of the characteristics of research respondents can be seen in table 1 below:

<table>
<thead>
<tr>
<th>No</th>
<th>Characteristics</th>
<th>Frekuency (f)</th>
<th>Persentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Early Adult</td>
<td>6</td>
<td>40.0</td>
</tr>
<tr>
<td></td>
<td>Late Adult</td>
<td>9</td>
<td>60.0</td>
</tr>
<tr>
<td>2.</td>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Male</td>
<td>1</td>
<td>6.7</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>14</td>
<td>93.3</td>
</tr>
<tr>
<td>3.</td>
<td>Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vocational</td>
<td>13</td>
<td>86.7</td>
</tr>
<tr>
<td></td>
<td>Professional</td>
<td>2</td>
<td>13.3</td>
</tr>
<tr>
<td>4.</td>
<td>SBAR Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ever</td>
<td>15</td>
<td>100.0</td>
</tr>
<tr>
<td></td>
<td>Never</td>
<td>0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Based on Table 1 above, it shows the characteristics of implementing nurses, the highest proportion is in late adulthood, female, with vocational education. Meanwhile, the highest proportion of training on the implementation of SBAR effective communication is in nurses who have attended training.

Normality Test of Respondent Data with Kolmogorov-Smirnov

The results of the normality test of the implementation of handover process before and after the implementation of the Effective Communication of SBAR, can be seen in the table 2 below.

<table>
<thead>
<tr>
<th>Variabel</th>
<th>Mean/Median</th>
<th>Kolmogorov-Smirnov Z</th>
<th>Asymp. Sig. (2-tailed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before Handover Process</td>
<td>58.53</td>
<td>2.467</td>
<td>0.000</td>
</tr>
<tr>
<td>After Handover Process</td>
<td>77.0</td>
<td>1.641</td>
<td>0.009</td>
</tr>
</tbody>
</table>

Based on the table 2 above, it is known that the value of the respondent's data normality test using the Kolmogorov-Smirnov of effective communication variable SBAR before Handover implementation p value = 0.000 and after p value = 0.009. So the data is said to be not normally distributed.

Handover Process before the Implementation of Effective Communication SBAR

<table>
<thead>
<tr>
<th>No</th>
<th>Before</th>
<th>Frekuensi (f)</th>
<th>Persentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Poor</td>
<td>15</td>
<td>100.0</td>
</tr>
<tr>
<td>2.</td>
<td>Good</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>3.</td>
<td>Perfect</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>Total</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Based on table 3 above, the implementation of Handover before the implementation of communication SBAR shows that the 15 respondents were in poor category, or 100%.
Based on table 4 above, the Handover process after the implementation of effective communication SBAR, shows that of the 15 respondents, it is known that the number of all respondents is in the poor category were 7 respondents (46.6%) while the there were 8 respondents who were at good category (53.3%).

**Table 4.**
Handover Process after SBAR Effective Communication Implementation

<table>
<thead>
<tr>
<th>No</th>
<th>Before</th>
<th>Frekuensi (f)</th>
<th>Persentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Poor</td>
<td>7</td>
<td>46.6</td>
</tr>
<tr>
<td>2.</td>
<td>Good</td>
<td>8</td>
<td>53.3</td>
</tr>
<tr>
<td>3.</td>
<td>Perfect</td>
<td>0</td>
<td>0.0</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>

Based on table 5 above, it shows that of the 15 respondents, it is known that the number of respondents who were at the poor category were 5 respondents (33.3%), while the number of good respondents were 10 respondents (66.7%).

**Table 5.**
Distribution Frequency of Respondents Based on Implementation Room Head Mentoring

<table>
<thead>
<tr>
<th>No</th>
<th>Mentoring Frekuensi (f)</th>
<th>Persentase (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Poor</td>
<td>33.3</td>
</tr>
<tr>
<td>2.</td>
<td>Good</td>
<td>66.7</td>
</tr>
<tr>
<td>Total</td>
<td>Total</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Based on table 6 above, it can be concluded that this research has a significant influence on the supervision of the head of the room between the implementation of Handover before and after the implementation of SBAR effective communication. The results of statistical tests using the Wilcoxon signed rank statistical test got p value = 0.001 which means at (0.05).

**Table 6.**
The Effect of Supervision of the Head of the Room on the Implementation of Effective Communication of SBAR in Handover Process (Wilcoxon Test)

<table>
<thead>
<tr>
<th>Variabel Group</th>
<th>N</th>
<th>Mean</th>
<th>Z</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>Negative</td>
<td>0a</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Positive</td>
<td>15b</td>
<td>8.00</td>
<td>0.01</td>
</tr>
</tbody>
</table>

**DISCUSSION**

**Characteristics of Respondents**

Characteristics of nurses in the hospital where the research was conducted were the highest proportion of late adult age, female, with vocational education. While the training on the implementation of effective communication in SBAR, the highest proportion was the nurses who has never attended the training. These characteristics are similar to the characteristics of nurses at Muhammadiyah Hospital in Jogjakarta, Surakarta, Gamping where the average age of most nurses is <35 years (83.33%), female (90.62%), vocational education (92.20%) (Ulfa & Sarzuli, 2016; Hayeeduereh, 2016; Shofiana, 2014). It can be concluded that the three hospitals in Indonesia have the characteristics of early adulthood and most of the education is not yet undergraduate, so
that it will affect nursing services and one of them is the implementation of effective communication SBAR.

Early adulthood is a productive age. According to research of Aprilyanti (2017), the productive age ranges from 20 to 40 years. According to Robbins & Judge (2012), employee productivity is measured in terms of the achievement of the performance that is the task. Thus, the implementing nurses are nurses of productive age as evidenced by the achievement of performance in terms of implementing SBAR effective communication. However, the results of the research showed different facts, the obedient documentation was actually carried out by nurses 35 years. According to the researcher's analysis, this happens because the experience that nurses have as implementing nurses is longer than that of nurses in the productive age range, even though the level of education is only vocational. It can be concluded that age is not a contributing factor in implementing SBAR effective communication.

Female was the most abundant staff in the Inpatient Room, the same thing happened in H Hospital Jakarta, the percentage of female nurses was 92%, in PKU Muhammadiyah Yogyakarta Hospital Unit II, female nurses was 90.62% (Nuryani & Hariyati, 2014; Fatimah, 2016). According to Megawati (2017), female nurses are considered to be more capable of providing good nursing services when compared to male nurses. The work of nurses includes care and nursing which are usually done by women so that women are more flexible in doing work as nurses (Rusnawati, 2012). According to the researcher's analysis, the proportion of nurses with female gender was greater than male nurses, especially in group 1 (Nursing Supervision) so that in the implementation of effective communication, SBAR is easier to implement optimally.

The implementation of effective communication SBAR is also related to nurse education. Vocational education was the most abundant staff in the Inpatient Room (86.7%) in both groups, the same thing was obtained by Hayeeduereh (2016) at PKU Muhammadiyah Surakarta Hospital, the most vocationally educated nursing staff (92.20%). Nursing staff who were highly educated will have higher knowledge, responsibilities and abilities and are of higher quality (Manuho, Warouw, & Hamel, 2015; Lestari, 2014). The more professional nurses in the hospital in implementing SBAR communication higher quality will be produced. However, the results of the study show different fact; the implementation of effective communication of SBAR is actually carried out by nurses with vocational education. This is contrary to the results of research by Suardana IK, et al (2018) on the effect of the SBAR effective communication method on the effectiveness of the patient Handover implementation that nurses with higher education (Bachelor/S1) and longer tenure have better communication skills than diploma (DIII) and short tenure. According to the researcher's analysis, this happened because the professional nurses at the hospital where the research was conducted had not yet optimized their abilities. This is one of the proportions of male nurses. It can be concluded that the contribution of nurses with professional education has not been able to improve the ability to implement effective SBAR communication.

Besides age, gender, and education related to the implementation of effective communication SBAR, participation in training on the implementation of effective SBAR communication affects the implementation of effective communication. This is because nurses who take part in the training will understand and will be illustrated and able to carry out SBAR Effective Communication well.
Implementation of Effective Communication SBAR

Based on the results of the univariate analysis, it was found two conclusion, they are: The implementation of SBAR effective communication showed results before the intervention, as many as 100.0% were categorized as less. Meanwhile, after 53.3% were categorized as good. SBAR communication is communication using logical tools to organize information so that it can be transferred to others accurately and efficiently by using SBAR (Situation, Background, Assessment and Recommendation) to achieve critical thinking skills and save time (NHS, 2012).

According to research by Vardaman (2012), the SBAR communication system can serve as a tool for standardizing communication between nurses and doctors. This paper shows that SBAR can help in the development of a scheme that allows nurses to make quick decisions, especially in the weighing process.

Handover in is a technique for conveying and receiving information related to the patient’s condition. Handover must be carried out as effectively as possible by explaining briefly, clearly and completely about the nurse’s independent actions, collaborative actions that have been and have not been carried out and the progress of the patient at that time. The information submitted must be accurate so that the continuity of nursing care can run perfectly (Nursalam, 2016).

The results of Yogi’s research (2019) showed that after the dissemination were carried out discussed was directly conducted, so that there was an exchange of knowledge about nursing handover with the SBAR technique and made an agreement that in the future would change the incorrect method to be correct, and the implementation of nursing handover would be implemented with the more optimal SBAR technique. While the research by Oxyandi, M., & Endayni, N. (2020), the results of the researchers found that the implementation of the nurse’s Handover before the implementation of SBAR communication was lacking in conveying the patient’s condition, this was because the nurse did not use SBAR communication. The implementation of Handover after the nurse provided relevant information to the nursing team at every shift change, this SBAR communication was very necessary when Handover related to the patient and facilitates the continuation of the follow-up patient care process.

Research analysis showed that the implementation of SBAR communication before the intervention, obtained results in the poor category was 100%. This is because the nurse did use SBAR communication because they had not known the application of SBAR effective communication. While the implementation of effective communication SBAR after the intervention showed result was 53.3% or in good category. Nurses provide relevant information to the nursing team at every shift change, this SBAR communication is very necessary when the process of handover were occured.

Supervision Implementation on the Head of the Room

The results of the research on the role of supervising the head of the room on the implementation of effective communication SBAR revealed that more than half of the nurses perceived the supervisory role of the head of the room, the highest proportion of the implementation of the nursing supervision role of the head of the room was categorized as good (66.7%).

Supervision is also a management function at the control stage which is carried out to direct nurses to work effectively, efficiently and reduce potential problems at work. Supervision is an activity carried out to evaluate and maintain the quality assurance efforts of nursing human resources. This supervision also plays a motivating, guiding

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and supporting role in the management of human, material and organizational assets of the nursing work process (Chaves et al., 2017). The most effective leaders is the leader who has mutually supportive relationships with their employees. For nurses in the inpatient room, the head of the room is a leader who can move nurses to be able to carry out nursing care properly (Mulyono, 2013). Research by Tsang LF, (2011) said that in nursing management, supervision is included in the management function. Supervision in nursing is formally carried out through supervision. Patient safety behavior carried out by nurses can be improved by carrying out supervision activities. Through supervision, nurses can evaluate their behavior in administering drugs in the right way.

The results of the researcher's analysis showed that the implementation of Nursing Supervision by the head of the room regarding the implementation of SBAR effective communication is categorized as good (66.7%). The results showed that more than half of the nurses perceived that the head of the room was not good at providing feedback on the implementation of effective SBAR communication that had been carried out. According to Tetty & Nuryanti (2017) providing feedback in the form of rewards and punishments for the work done is very important in improving the performance of nurses because nurses will be aware of deficiencies and become aware of how to improve their shortcomings in documenting nursing care. Therefore, the head of the room can optimize the reward and punishment system in the room so that nurses are more motivated in the Implementation of Effective Communication of SBAR.

The Effect of the Head of the Room Supervision on the Implementation of Effective Communication of SBAR on the Handover Process

The results of statistical tests by using the Wilcoxon signed rank statistical test showed that the role of nursing supervision of the head of the room before and after the implementation of effective communication SBAR obtained a Z value of -3.415 and asymp sig value (2-tailed) 0.001 was smaller than the alpha level 5% (0.05) so that it rejects Ho, the conclusion is that the implementation of SBAR effective communication before and after nursing supervision carried out by the head of the room, there is a significant average difference, indicated by the value significance of 0.001 < 0.05.

SBAR-based effective communication is a framework of communication techniques which provided to communicate between health workers in conveying the patient's condition. SBAR is a framework that is easy to remember, a real mechanism used to convey a patient's condition that is critical or needs immediate attention and action (Permanente, K. 2011). The implementation of effective SBAR communication during handover process and other nursing services to produce good quality and safe for patients can be created through supervision. Hospitals and nurses must understand clinical supervision in achieving outcomes in order to improve the quality of nursing services through an evaluation system, opportunities to learn new things, increase staff retention, efficiency, and effectiveness (Sugiharto AS, 2012).

According to research of Yuliana Hariyati, Rusdiansyah, (2021) non-optimal supervision will produced in non-optimal care outcomes. On the other hand, supervision is very important and becomes the main requirement in maintaining high-quality nursing care services. Supervision is a planned coaching activity to assist nursing staff in carrying out their work effectively. Meanwhile, Mua's research (2011) suggested that if the clinical supervision of the head of the room is not optimal, it should receive serious attention.

According to research of Yuliana Hariyati, Rusdiansyah, (2021) non-optimal supervision will produced in non-optimal care outcomes. On the other hand, supervision is very important and becomes the main requirement in maintaining high-quality nursing care services. Supervision is a planned coaching activity to assist nursing staff in carrying out their work effectively. Meanwhile, Mua's research (2011) suggested that if the clinical supervision of the head of the room is not optimal, it should receive serious attention.
from the nursing field, considering the risks and impacts that can arise related to the clinical supervision of the head of the room that is not optimal, namely nursing services that are not of high quality. The results of this study were in line with the research of Suardana, K. (2018). This study showed that there was a relationship between the effective communications of SBAR method that was applied at the Griyatama hospital in Tabanan Hospital with the effectiveness of the handover which results in a value of 0.000. The correlation coefficient value was 0.902, which means that there was a strong influence and shows a positive direction. The SBAR framework is very effectively used to report the condition and situation of the patient briefly at the time of shift change, before the procedure or whenever necessary to report the progress of the patient's condition.

The results of the researcher analysis showed that there was an effect between the implementation of nursing supervision by the head of the room with the implementation of SBAR effective communication on handover process. This is because based on the results of the study, more than half of the nurses perceive the supervisory role of the head of the room, the highest proportion of the implementation of the nursing supervision role of the head of the room is in good category (66.7%). With the implementation of good supervision on the implementation of SBAR effective communication during weighing, so that there is a strong influence and shows a positive direction when using an effective communication framework SBAR is very effectively used to report the condition and situation of the patient briefly at the time of shift change, before the procedure or procedure. Whenever needed in reporting the progress of the patient's condition so as to improve the quality of nursing care services that are sustainable.

CONCLUSIONS AND SUGGESTIONS

Conclusion

From the research results that have been described previously, the following conclusions can be drawn:

1. Characteristics of implementing nurses obtained the highest proportion of late adult age, female gender, and vocational education. While the training on the implementation of effective communication in SBAR, the highest proportion has never attended the training.

2. The implementation of effective communication SBAR shows the results before the intervention, as much as 100.0% was in poor category. Meanwhile, after was in good category of 53.3%.

3. The implementation of the supervisory role of the head of the room with the highest proportion in the good category 66.7%.

4. Based on the Wilcoxon signed rank statistical test, the Z value is -3.415 and the asymp sig value. (2-tailed) 0.001 is smaller than the alpha level 5% (0.05) so that Ho was rejected, there was a significant average difference before and after nursing supervision was carried out on the implementation of SBAR effective communication.

Suggestion

For Hospital

a. Nursing

1. It is expected to be able to provide periodic internal evaluations or audits to nurses regarding the implementation of effective communication of SBAR, nursing supervision of the head of the room.

2. Resocialization of SPO on the implementation of effective
communication of SBAR, Supervision of nursing head of the room.

b. Head of Inpatient Room
1. Participate in the resocialization of existing or revised SOPs.
2. Participate in training related to effective communication of SBAR to implementing nurses.
3. Optimizing the ability to supervise and the ability to prepare work plans.
4. Optimizing the reward system for nurses who carry out good and correct effective communication and giving punishment to nurses who do not carry out good and correct effective communication.
5. Optimizing the supervision role of implementing nurses.
6. Provide easy-to-understand concepts when mentoring.
7. Optimizing the role of supervision in providing support, motivation and inspiration.
8. Attend training related to nursing mentoring.

c. Katim and Implementing Nurse
1. Participate in training to increase knowledge and understanding regarding the implementation of effective SBAR communication.
2. Read and re-implement the implementation of effective SBAR communication in accordance with SOPs, duties and authorities.

For Educational Institutions
1. These results are expected to be used as material for scientific studies in the development of nursing science.
2. These results are expected to be a learning material for students who will practice or later work in hospitals.

For Further Researchers
Further researchers can continue research with qualitative methods or other quantitative methods so that they can answer the shortcomings of this study because this research is limited to only looking at the relationship between variables.

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