ABSTRAK

ANALISIS IMPLEMENTASI *HANDOVER* METODE *BEDSIDE* SBAR DENGAN KEPUASAN PASIEN DAN KEPUASAN PERAWAT DI GRAHA AMERTA RSUD Dr. SOETOMO SURABAYA

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Pengembangan proses *handover* secara tradisional menjadi *bedside handover* SBAR oleh perawat masih belum terlaksana dengan optimal, hal ini penting untuk meningkatkan kepuasan pasien dan kepuasan perawat. Tujuan penelitian untuk menganalisis hubungan implementasi *handover* metode *bedside* SBAR dengan kepuasan pasien dan kepuasan perawat di Graha Amerta RSUD Dr. Soetomo Surabaya. Desain penelitian *cross sectional*. Implementasi *handover* metode *bedside* SBAR sebagai variabel independen, kepuasan pasien dan kepuasan perawat sebagai variabel dependen. Populasinya seluruh perawat dan pasien di Graha Amerta (Griu) Lantai 4 dan Lantai 5 RSUD. dr. Soetomo Surabaya. Sampel diambil dengan teknik *consecutive sampling* sebanyak 40 responden pasien dan 40 responden perawat. Data dikumpulkan dengan instrumen SOP *bedside handover* SBAR, kuesioner kepuasan pasien menggunakan *Serviqual*, dan kuesioner kepuasan perawat menggunakan MSQ (*Minnesota Satisfaction Questionaire*). Data dianalisis dengan uji korelasi *Spearman rho* dengan tingkat signifikansi α = 0.05. Hasil uji statistik *Spearman Rho* didapatkan nilai $p = 0,006$ atau $p < 0,05$ artinya b ada hubungan antara implementasi *handover* metode *bedside* SBAR dengan kepuasan pasien. Hasil uji statistik *Spearman Rho* didapatkan nilai $p = 0,022$ atau $p < 0,05$ artinya ada hubungan antara implementasi *handover* metode *bedside* SBAR dengan kepuasan perawat. Implementasi *handover* metode *bedside* SBAR yang optimal meningkatkan kepuasan pasien dan kepuasan perawat. Penerapan *handover* metode *bedside* SBAR yang baik maka dikuti dengan kepuasan pasien dan kepuasan perawat yang baik.

Kata Kunci : *Bedside Handover SBAR*, Kepuasan Pasien, Kepuasan Perawat

ABSTRACT

IMPLEMENTATION ANALYSIS OF SBAR HANDOVER BEDSIDE METHOD WITH PATIENT AND NURSE SATISFACTION IN GRAHA AMERTA Dr. SOETOMO HOSPITAL SURABAYA

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Development of traditional handover process into SBAR bedside handover by nurses has not been implemented optimally, this is important to improve patient satisfaction and nurse satisfaction. Purpose of this study was to analyze relationship between implementation of the SBAR bedside handover method with patient satisfaction and nurse satisfaction at Graha Amerta Dr. Soetomo Hospital Surabaya. Study design was cross-sectional. Implementation of the SBAR bedside handover method as an independent variable, patient satisfaction and nurse satisfaction as dependent variables. Population was all nurses and patients at Graha Amerta Floor 4th and Floor 5th of dr. Soetomo Hospital Surabaya. Sample was taken usiPng consecutive sampling technique of 40 patient respondents and 40 nurse respondents. Data were collected using the SBAR bedside handover protocol, patient satisfaction questionnaire with Servqual, and nurse satisfacation questionnaire with MSQ (Minnesota Satisfaction Questionnaire). Data were analyzed using Spearman rho correlation test with significance level $\alpha = 0.05$. Statistical test showed a value of $p = 0.006$ or $p < 0.05$, which can be interpreted that there is a relationship between the implementation of the SBAR bedside handover method and patient satisfaction. Results statistical test showed $p = 0.022$ or $p < 0.05$, which can be interpreted there is a relationship between the implementation of the SBAR bedside handover method and nurse satisfaction. Optimal implementation of the SBAR bedside handover method increases patient satisfaction and nurse satisfaction. The optimal implementation of the SBAR bedside handover method increases patient satisfaction and nurse satisfaction. A good implementation of the SBAR bedside handover method is followed by good patient satisfaction and good nurse satisfaction.

Keywords: Bedside Handover SBAR, Patient Satisfaction, Nurse Satisfaction