

ABSTRAK

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Program Studi : Profesi Ners
Judul : Analisa Implementasi Timbang Terima Menggunakan Teknik
SBAR Diruang SGJ 2 RSIS Mojokerto
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Timbang terima (handover) merupakan proses komunikasi antarperawat yang berperan penting dalam menjamin kesinambungan asuhan keperawatan, mutu pelayanan, dan keselamatan pasien. Hasil observasi di Ruang SGJ RSIS menunjukkan bahwa timbang terima telah dilaksanakan secara rutin tiga kali sehari menggunakan metode komunikasi Situation, Background, Assessment, Recommendation (SBAR) dan didukung aplikasi ZCare. Namun, masih ditemukan beberapa kendala, yaitu belum tersedianya Standar Operasional Prosedur (SOP) khusus timbang terima antar shift serta belum optimalnya penerapan bedside handover pada seluruh pergantian shift. Kegiatan ini bertujuan mengoptimalkan pelaksanaan timbang terima sesuai SOP melalui program peningkatan mutu. Metode yang digunakan meliputi observasi, wawancara, penyebaran kuesioner kepada sembilan perawat, analisis SWOT, diseminasi SOP, pelatihan komunikasi SBAR dan bedside handover, role play, usulan supervisi berkala oleh kepala ruangan, serta evaluasi kepatuhan terhadap SOP. Hasil kuesioner menunjukkan bahwa sebanyak 77,8% perawat memberikan penilaian pada kategori Sangat Baik dan 22,2% pada kategori Baik terhadap pelaksanaan timbang terima. Selain itu, kepala ruangan berkomitmen untuk melaksanakan supervisi secara berkala. Setelah implementasi, perawat memahami SOP dan komunikasi SBAR, mampu mempraktikkan timbang terima melalui role play, serta sebagian besar telah melaksanakan timbang terima sesuai SOP tanpa ditemukan miskomunikasi selama periode observasi. Optimalisasi melalui diseminasi SOP, simulasi, dan supervisi berkala mampu meningkatkan kepatuhan perawat terhadap pelaksanaan timbang terima sesuai SOP, memperkuat penerapan komunikasi SBAR, serta mendukung kesinambungan asuhan keperawatan dan keselamatan pasien. Supervisi dan evaluasi secara berkala perlu dipertahankan untuk menjaga konsistensi pelaksanaan timbang terima pada setiap pergantian shift.

Kata kunci: handover, komunikasi SBAR, keselamatan pasien, kepatuhan perawat, timbang terima.,

ABSTRACT

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Study Program : Nurse Professional Program

Title : *Analysis of Handover Implementation Using SBAR Technique in SGJ 2 Ward, RSIS Mojokerto*

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Handover is a communication process between nurses that's crucial for ensuring Handover is an essential communication process among nurses that ensures continuity of nursing care, service quality, and patient safety. Initial observations in the SGJ Ward of RSIS revealed that handovers were routinely conducted three times a day using the *Situation, Background, Assessment, Recommendation* (SBAR) communication method and supported by the ZCare application. However, several issues were identified, including the absence of a specific Standard Operating Procedure (SOP) for inter-shift handovers and the inconsistent implementation of bedside handovers across all shifts. This project aimed to optimize handover practices in accordance with the SOP through a quality improvement program. The methods included observation, interviews, questionnaire distribution to nine nurses, SWOT analysis, SOP dissemination, SBAR and bedside handover training, role-play simulations, recommendations for regular supervision by the head nurse, and compliance evaluation. The questionnaire results showed that 77.8% of the nurses rated the handover implementation as **Very Good**, while 22.2% rated it as **Good**. In addition, the head nurse expressed a commitment to conducting regular supervision. Following the implementation, the nurses demonstrated a better understanding of the SOP and SBAR communication, were able to perform handovers effectively through role-play simulations, and most of them implemented handovers in accordance with the SOP without any communication errors observed during the evaluation period. In conclusion, optimizing handover practices through SOP dissemination, simulation, and regular supervision improved nurses' compliance with the SOP, strengthened the implementation of SBAR communication, and supported the continuity of nursing care and patient safety. Continuous supervision and periodic evaluation are recommended to ensure consistent handover practices across all shifts.

Keywords: handover, SBAR communication, patient safety, nurse compliance, nursing handover.