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Nurse's Effective Communication Ability to Patient's Safety in Hospitals

Loetfia Dwi Rahariyani^{1(CA)}, Nikmatul Fadilah², Yessy Dessy Arna³, Jenie Palupi⁴

^{1(CA)}Nursing Department, Poltekkes Kemenkes Surabaya, Indonesia; rahariyani@yahoo.com (Corresponding Author)

²Nursing Department / Center of Excellence: Community Empowerment, Poltekkes Kemenkes Surabaya, Indonesia; nikmatulf@poltekkesdepkes-sby.ac.id

³Nursing Department Poltekkes Kemenkes Surabaya, Indonesia; mamautanis@yahoo.co.id

⁴Nursing Department, Poltekkes Kemenkes Malang, Indonesia

ABSTRACT

Communication errors in the treatment process will have an impact on the safety and security of patients in the hospital. The emergence of wrong perceptions among health professionals can result in conflict or harm to the patient, leading to lawsuits. The purpose of this study was to identify the nurse's ability to communicate effectively the SBAR technique on patient safety in the hospital. The study used cross-sectional design. Subjects were 225 nurses that they worked at medical surgical ward of 2 hospitals in East Java, selected using cluster sampling technique in July 2019. Independent variable was effective communication-SBAR (Situation, Background, Assessment, Recommendation) technique and dependent variable was patients safety goals. Ordinal regression test was used to analyze the influence of effective communication-SBAR on patient safety goals. The Most of the nurses had received training in effective communication and patient safety. The majority of nurses had good skills on SBAR-based effective communication, but more than half of nurses had low patient safety goals. The conclusion is: effective communication of SBAR has no significant effect on patient safety objectives. This is due to other factors that can affect the implementation of effective communication for patient safety.

Keywords: effective communication; patient safety; hospital

INTRODUCTION

The failure of the communication process, both verbal and non-verbal, will have an impact on the safety and security of patients in the hospital. The emergence of wrong perceptions between patients and health workers, or between health professionals can result in conflict or loss, resulting in lawsuits, which do not rule out the possibility of entering the realm of law. Hospitals in providing health services to patients must prevent errors and avoid inaccurate information that has a negative impact on patient safety and quality of care. Complaints of patients in cardiovascular clinic doctors or nurses do not provide good information ⁽¹⁾. Poor communication can have serious consequences ⁽²⁾. Poor communication can cause the patient to feel dissatisfied, frustrated, anxious, and uncertain which affects the treatment process. The behavior of health professionals affects satisfaction with the treatment received ⁽³⁾.

The core competency of collaborative practice is effective communication ⁽⁴⁾. Effective communication is not only a relationship between patients and health workers. What is no less important is how effective communication is between health service providers. Miscommunication between professionals in the hospital can lead to misconduct that can be fatal, so that the patient is in a worse condition and even dies. Effective communication in the field of hospital services has a high level of complexity. Health professionals lack a sense of trust in communication ⁽⁵⁾. This is related to the number of people involved in the communication process, the varying levels of education, the large amount of information required, the influence of physical and emotional conditions, the hospital management system, and the psychological condition of health workers. Proper communication is needed between health professionals as a basis for relationships, as well as an essential element for nursing practice and reducing errors ⁽⁶⁾.

Considering that the issue of patient safety is a very important issue, the International Patient Safety Goals (IPSG), encourages specific improvements through several approaches, one of which is increasing the

effectiveness of communication between service providers. The hospital establishes regulations to carry out the process of increasing the effectiveness of verbal communication and or telephone communication. Communication is considered effective if it is timely, accurate, complete, not ambiguous, understandable, and easily understood by the recipient of the information, which aims to reduce errors and improve patient safety. Communication between officers in interdisciplinary cooperation has an important role in improving the quality of nursing services. Effective communication by nurses is one solution to maintaining patient safety by using the SBAR (Situation, Background, Assessment, Recommendation) technique ⁽⁷⁾.

Communication among nurses, especially when weighing and receiving or handover, is very important in improving the quality of service and ensuring patient safety and security in the hospital. Communication that is prone to errors is when moving the shift or guard, during verbal orders or by telephone, when delivering critical examination results, and when patients move rooms. Communication and collaboration problems are proven to be the strongest predictors of health-related hazards ⁽⁶⁾. This can be due to many factors related to individuals, organizations and jobs. Nurses must have the ability to protect patient safety, anticipate the dangers that may arise, and prevent worse conditions that can occur to patients, including anticipating patient anxiety due to treatment carried out in the hospital.

Failures in communication between healthcare providers are cited as primary contributing factors in at least two-thirds of all reported adverse patient safety events ⁽⁸⁾. The purpose of this study was to identify the nurse's ability to communicate effectively with the SBAR technique, patient safety training that has been carried out by nurses, and to identify the effect of effective SBAR communication on patient safety. This research needs to be done as an effort to improve patient safety and quality of nursing services in hospitals. The hope of this research is to minimize unexpected incidents in patients, so that the hospital or health facility is a safe place for health services for patients and the community.

METHODS

This study used an analytical research through a cross-sectional design. The study population were all nurses who worked in the hospital with a minimum educational background of a diploma. The population size at Dr. Soetomo hospital was 1372 nurses, and Dr. Saiful Anwar hospital was 1018 nurses. The sample size count used the rule of the thumb. The sample consisted of 225 nurses who worked in medical surgical wards. Sampling was conducted in 2 hospitals in East Java, namely Dr. Soetomo Surabaya and Dr. Saiful Anwar Malang. Sampling was taken using cluster sampling technique ⁽⁹⁾ in July 2019.

The independent variable was SBAR-effective communication and the dependent variable was the goal of patient safety. Effective communication of SBAR (Situation, Background, Assessment, Recommendation) was measured by a closed questionnaire with a 3-point rating scale ranging from poor 1), moderate 2), and very good 3). The patient safety goal (risk of falling, medical error, risk of infection, decubitus, and anxiety) scores were categorized into 3 categories, namely low 1), moderate 2), and high 3). Ordinal regression test was used to analyze the effect of effective SBAR communication on patient safety goals.

Ethical approval letter from the Health Research Ethics commission of Health, Ministry of Health, Surabaya number: 194/S/KEPK/V/2018 date 8th June, 2018.

RESULTS

The majority of nurses had attended effective communication training with the SBAR method, and almost all nurses have attended patient safety training. Training is indispensable for organizations to improve knowledge and skills of human resources, with the hope that after attending training, employee productivity or performance will increase. ⁽¹⁰⁾

Table 1. Effective communication and patient safety training that the nurse has attended (n=225)

No	Variable (n=225)	Frequency	Percentage
1	Effective communication-SBAR training:		
	Attend	142	63.1
	Not attend	83	36.9
2	Patients safety goals training:		
	Attend	197	87.6
	Not attend	28	12.4

The majority of nurses had excellent SBAR effective communication skills (79.6%). Effective implementation of SBAR communication improves performance and reduces incidents due to communication errors ⁽⁸⁾. But more than half of the nurses had low patient safety goals (56.4%). The Joint Commission

International (JCI) stipulates that patient safety and security goals must be met by all hospitals ⁽¹¹⁾. From table 1, the nurses had excellent communication skills but implementation for patient safety is low.

Tabel 2. Nurse's ability in effective communication of SBAR and patients safety goals

Variable (n=225)	Frequency	Percentage
Effective communication SBAR:		
1. Poor	0	0
2. Moderate	46	20.4
3. Excellent	179	79.6
Patients safety goals:		
1. Low	127	56.4
2. Moderate	77	34.2
3. High	21	9.3

The effective communication-SBAR variable with moderate category had not significant effect on patients safety goals (p-value 0.462).

Table 3. The results of ordinal regression analysis

		Estimate	Std. Error	Wald	df	Sig.	95% Confidence interval		
								Lower bound	Upper bound
Threshold	[low patients safety goals = 1,00]	0.207	0.150	1.920	1	0.166	-0.086	0.500	
	[moderate patients safety goals = 2,00]	2.225	0.237	88.383	1	0.000	1.761	2.689	
Location	[moderate effective communication-SBAR =2,00]	-0.243	0.331	0.542	1	0.462	-0.891	0.405	
	[excellent effective communication-SBAR =3,00]	0 ^a	.	.	0	.	.	^a	

DISCUSSION

The work process in the health sector is compiled by the service division, carried out by various professionals, each of which has its own technical function, has an interconnected and complementary role ⁽¹²⁾. Effective communication between professional service providers is very important to do, so that there are no mistakes in providing care to patients. The nurse is a health professional who must be there 24 hours beside the patient. Therefore, nurses must carry out the process of delegating work to other nurses, especially when changing services or hand over correctly. The process of delegating work using effective communication is not easy, nurses often do not carry out well, this causes a lack of trust in the person receiving the delegation. Effective interprofessional communication between team members is an important element in nursing practice ⁽⁶⁾ Communication deficits and incomplete information transfer often occur in hospitals ⁽¹³⁾. At the time of the hand over between the first on duty nurse to the second on duty nurse, good effective communication is needed so that the patient's condition can be clearly conveyed, and the actions that must be taken to the patient can be delegated properly.

The results of the studied were that the majority of nurses had very good effective communication skills using the SBAR technique, but more than half did not use it for patient safety. Incorrect communication between health workers will cause serious problems for patient safety, such as delays in service, medication errors, falling patients, and hospital-acquired infections ⁽⁸⁾. The results of the study, most of the nurses had received training in effective communication and patient safety. Training is indispensable for organizational development and benefits ^(10,14). Nurses who have received training in effective communication and patient safety are expected to provide better nursing services, so that organizational goals can be achieved. namely good quality service to meet patient safety ⁽¹⁵⁾.

The results of the study, the majority of nurses have good knowledge about SBAR-based effective communication, but more than half of the nurses have low patient safety goals. Knowledge as the basis of individual behavior, good nurse knowledge about effective SBAR communication should be followed by having high patient safety goals because most nurses have received training on patient safety. ed Effective communication

of SBAR has no significant effect on patient safety goals. This is caused by many factors that can affect the implementation of effective communication for patient safety. Individual factors of responsibility, motivation, commitment to carry out correct communication for patient safety are very influential, while management factors in the workplace also influence, are there penalties for those who do not carry out, or rewards for those who do, and work culture also affects the implementation of effective communication SBAR for patient safety.

The use of SBAR method communication decreases over time, so the effect disappears. The application of SBAR communication did not showed a significant change for patient safety ⁽¹⁶⁾. Although nurses have good knowledge about SBAR communication, the implementation is not optimal. There are many factors that cause nurses to not communicate SBAR. Factors that influence individual performance are individual characteristics, organizational characteristic, and work characteristics ⁽¹⁷⁾. Individual characteristics include demographic traits, attitudes toward oneself, work situations, individual needs, abilities and competencies, knowledge about work, emotions, moods, feelings of beliefs and values. Individual characteristics are influenced by the environment, namely; Organizational characteristics such as reward system, selection and training, organizational structure, vision and mission of the organization and leadership. Job characteristics, such as job descriptions, job design, work culture, and work schedules. Work autonomy and perceived organizational policy are positively related to patient safety ^(18,19). Nurses cannot maximally carry out effective SBAR communication with the goal of patient safety, because many factors affect the implementation of effective communication, one of which is organizational culture and support from the organization where they work.

CONCLUSION

Effective communication of SBAR has no significant effect on patient safety goals. This is due to other factors that can affect the implementation of effective SBAR communication for patient safety. This research is limited to effective communication between nurses when doing handovers.

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