

MENINGKATKAN KOMUNIKASI DOKTER-PERAWAT DENGAN *SITUATION, BACKGROUND, ASSESMENT,* DAN *RECOMMENDATION*

IMPROVING DOCTORS-NURSES COMMUNICATION BY SITUATION, BACKGROUND. ASSESMENT, AND RECOMMENDATION

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INTISARI

Latar Belakang: Keselamatan pasien merupakan tujuan utama pelayanan kesehatan. Peran penting perawat dan dokter secara kontinyu melakukan komunikasi efektif dengan teknik *SBAR (situation, background, assesment, recommendation)*. Evaluasi pelaksanaan *SBAR* di rumah sakit belum sepenuhnya dilakukan. Penelitian ini bertujuan melakukan evaluasi *SBAR* untuk mengefektifkan komunikasi perawat dan dokter di rumah sakit.

Metode: Penelitian kualitatif dengan pendekatan *action research*. Dilaksanakan dalam dua siklus. Siklus I tahap Perencanaan dilaksanakan observasi pra penelitian. Tahap Tindakan dilakukan *training* dan observasi selama *training*. Tahap Refleksi adanya umpan balik, dan tahap perbaikan rencana dibuat pedoman *Focus Group Discussion (FGD)* dan wawancara. Siklus ke II tahap tindakan dilaksanakan *FGD* dan tahap Refleksi dilakukan wawancara. Tahap evaluasi dilakukan perbandingan hasil siklus I dan siklus II. Analisis data menggunakan koding Manual.

Hasil dan Pembahasan: Hasil penelitian ini mendapatkan 6 tema dan 14 subtema, yaitu proses komunikasi, teknik dan prosedur, pelaksanaan *SBAR*, pelaporan kondisi pasien, evaluasi pelaksanaan, dan komunikasi interpersonal. Dari hasil analisis ditemukan beberapa hambatan yang menjadi penyebab tidak optimalnya komunikasi antara perawat dan dokter menggunakan

SBAR. Beberapa di antaranya berkaitan dengan persepsi, nilai, latar belakang budaya, pengetahuan, peran dan lokasi interaksi.

Kesimpulan: Peneliti menyimpulkan bahwa perawat dan dokter telah memahami teknik komunikasi *SBAR*. Namun langkah-langkah komunikasi *SBAR* lebih optimal dilaksanakan hanya setelah *training* saja.

Kata Kunci: Komunikasi, *SBAR*, Komunikasi Efektif

ABSTRACT

IMPROVING DOCTORS-NURSES COMMUNICATION BY SITUATION, BACKGROUND, ASSESMENT, AND RECOMMENDATION

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Background: *Patient safety is the primary objective of health services. The important role of nurses and doctors continuously communicate effectively with SBAR (situation, background, assessment, recommendation). This study aimed to evaluate the effectiveness of communication SBAR for nurses and doctors in hospitals.*

Method: *Qualitative research with action research approach. Conducted in two cycles. First cycle planning stage pre-study conducted observation. Phase Actions carried out training and observation during training. Reflection feedback stage, and the stage of improvement plan drawn up guidelines for the Focus Group Discussion (FGD) and interviews. Cycle to the second stage and the stage action FGD conducted interviews Reflection. Evaluation phase conducted comparison of the first cycle and the second cycle. Analysis of data using manual coding.*

Results and Discussion: *The results of this research to get six themes and 14 sub-themes, namely communication processes, techniques and procedures, implementation of SBAR, reporting the condition of the patient, the evaluation of the implementation, and interpersonal communication. From the analysis found some of the obstacles that cause of not optimal communication between nurses and doctors using SBAR. Some of them are related to the perception, values, cultural background, knowledge, roles and locations interaction.*

Conclusion: *The researchers concluded that nurses and doctors have to understand the SBAR communication technique.*

But the SBAR communication measures more optimally implemented only after the training course.

Keywords: *Communication, SBAR, Effective Communication*