



The Effect of Effective Communication with *Situation Background Techniques, Assessment, Recommendations* on Patient Safety at Bhayangkara Hospital 2024

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Abstract

Effective communication is an important element in professional nursing practice and a major element of patient safety goals because communication is the first cause of patient safety issues. The purpose of this study is to examine effective communication based on *situation* techniques, *background* techniques, *assessment* techniques and *recommendation* techniques for patient safety at Bhayangkara Kendari Hospital. Type of research with a *cross-sectional approach*. Data analysis was performed with SPSS statistical tests using univariate, bivariate and multivariate analysis. The sample in this study was 93 people, the sampling technique is a total sampling *method*. The results of this study showed that *the situation* technique had an insignificant influence on patient safety at Bhayangkara Kendari hospital with p values of $0.710 > 0.05$. The *background* technique has an insignificant influence on patient safety at Bhayangkara Kendari hospital with p values of $0.234 > 0.05$. The *assessment* technique has a significant influence on patient safety at Bhayangkara Kendari Hospital with p values of $0.003 < 0.05$. The *recommendation* technique has a significant influence on patient safety at Bhayangkara Kendari hospital with p values of $0.031 < 0.05$. For the nursing profession, the results of this research can improve the quality of service by sharing experiences. Future research will need to explore other factors that affect patient safety, such as infection prevention and fall risk, to support improved hospital care practices.

Keywords: Safety, Situation, Bangroud, Assessment, Recommendation

Introduction

Hospitals establish regulations to implement processes to improve the effectiveness of verbal and/or telephone communication between Centers for Disease Control and Prevention.

The Effect of Effective Communication with Situation Background Techniques, Assessment, Recommendations on Patient Safety at Bhayangkara Hospital 2024

Communication is considered effective when it is timely, accurate, complete, ambiguous, and received by the recipient of information aimed at reducing errors and improving patient safety. Verbal telephone messages are written in full, reread by the recipient, and confirmed by the messenger. The verbal submission of diagnostic examination results is written in full, reread, and confirmed by the messenger in full (Nainggolan, 2021).

Effective communication is an important element in professional nursing practice and a major element of patient safety goals because communication is the first cause of patient safety issues. Timely, accurate, complete, clear, and understandable communication by recipients can reduce errors and improve patient safety (Sayyid, 2023). Communication failure is a major factor in workplace errors and can threaten the credibility of professionals. SBAR communication in the world of health was developed by patient safety experts from California to help communication between doctors and nurses. SBAR communication is designed for communication in high-risk situations between nurses and doctors to overcome patient problems (Safitri, et al, 2022).

Effective communication has an important role to play in improving patient safety in the context of health care. Health professionals, including nurses, doctors, and other staff, are able to communicate effectively with each other as well as with patients and their families, important information about the patient's condition, treatment plans, and necessary actions can be conveyed clearly and in a timely manner (Azhar, 2023). Good communication minimizes the risk of misunderstanding, confusion, or failure in decision making, which can result in errors in treatment that could potentially harm the patient. Thus, effective communication is the foundation for good collaboration between health professionals and patients, which in turn can improve the safety and quality of health services provided to patients. Findings from Berntsson et al, (2022) found effective communication significant to patient safety

The World Health Organization (WHO) records 134 million adverse events that occur each year and 2.6 million deaths per year due to unsafe care. Patient safety incidents that medical errors occurred in America, Britain, Denmark, and Australia were found to be KTD with a range of 3.2% - 16.6%. While in Brazilian hospitals had surgical side effects in 21.8% of 60 cases, 90% were preventable incidents, and more than 2/3 resulted in mild or moderate damage. Meanwhile, patient safety incidents in Indonesia were 7,465 cases in 2019, consisting of 171 deaths, 80 serious injuries, 372 moderate injuries, 1183 minor injuries, and 5659 no injuries. In Indonesia there are 2,877 hospitals that have been accredited, but only 12% of patient safety incidents with a total of 7,465 reports. This number consists of 38% near-injury events (KNC), 31% non-injury events (KTC), and 31% unexpected events (KTD). This shows that the complexity of health service delivery in hospitals has a high risk for patient safety (Toyo et al, 2022).

At Bhayangkara Kendari Hospital, the last 3 inpatient visits, in 2021 there were 5,058 people, in 2022 there were 6,441 patients and in 2023 there were 5,877 patients, while based on the results of the 2022 Bhayangkaara Hospital Patient Safety Committee (KKPRS) data. The number of patient safety incidents, namely Potential Injury Events (KPC) occurred 1 case (0.017%), then Near Injury Events (KNC) 2 cases (0.034%) and Non-injury Events (KTC)

occurred 1 Case (0.017%)

One of the Government requirements in Hospital accreditation is the application of 6 Patient Safety standards by nurses is the provision of services to patients by providing a sense of security that cannot cause injury to patients by paying attention to the SPO that applies in each hospital consisting of, accuracy of identification, Improvement of spective communication, Increased Safety of Drugs *Hing Alert* To watch out for, Certainty of the location of the procedure, Surgery patients, Reduction of the risk of infection and Reduction of the risk of falls.

Based on the results of initial observations, on November 26, 2023, conducted at Bhayangkara Hospital, problems were found in the implementation of patient safety. The problem found was that of the 6 nurses who performed the injection procedure, there were 2 nurses who provided injection services not in accordance with the administration schedule where the injection schedule was supposed to be given at 09.00 WITA but was given at 10.00 WITA and there were 2 patients who were in the pre-operative stage, one of which was not marked in the area of the operation location.

Hospital services can avoid incidence to patient safety if the treatment is able to apply well to the techniques of *Situation, Backgrud, Assessment and Recommendation* and vice versa, the services provided can cause an incident to patients if the treatment is not able to apply properly the effective communication with the techniques of *Situation, Backgrud, Assessment and Recommendation* This is the basis for researchers interested in conducting research. So the purpose of this study is to determine the Effect of Eceletic Communication with Situation, Backgroud, a sssessment, Recommendation techniques on Patient Safety at Bhayangkara Kendari Hospital in 2024.

Literature Review

Situation, Background, Assessment, Recommendation Techniques

The principles of how to use SBAR and what must be communicated, (Priantoro et al, 2022), namely the Situation technique is an explanation of the latest conditions and complaints that occur in patients such as decreased blood pressure, heart rhythm disturbances, shortness of breath, and others. Mention the patient's full name, the patient's date of birth, briefly the patient's current problem, when it began to occur and how severe the patient's situation and condition were observed at that time. S (situation) contains components of the patient's identity, current problems, and medical diagnosis results. Background technique: describes the background clinical information related to the situation. Previous results for comparison, other clinical information may be needed. B (Background) shows the history of the disease or situation that supports the current problem/situation. The Assessment technique is an assessment / physical examination of the patient's current condition so that it needs to be anticipated so that the patient's condition does not worsen the conclusion of the current problem whether the condition improves or worsens. A (Assessment) from the results of the analysis of the situation and background, conclusions are obtained from the problems experienced by

The Effect of Effective Communication with Situation Background Techniques, Assessment, Recommendations on Patient Safety at Bhayangkara Hospital 2024

patients today. The Recommendation technique is a proposal as a follow-up, what needs to be done to overcome the patient's current problems such as contacting doctors, directing patients to carry out supporting examinations, and other / what interventions have and have not been done to overcome the patient's problem. The SBAR method is a communication tool recommended by WHO in order to deliver important information that requires immediate response and action. SBAR communication not only improves the quality of service, but also improves the quality of weighing, thereby reducing the number of medical errors made (Astuti, 2022).

Patient Safety

Patient safety is a fundamental principle of health care care (WHO). Patient care is a system that makes patient care safer. The system consists of risk assessment, patient risk identification and management, incident reporting and analysis, the ability to learn from incidents and their follow-up, and the implementation of solutions to minimize risk generation and prevent injuries caused by mistakes due to taking an action or not taking action that should be taken (Tristantia, 2018). A patient safety incident is any accidental occurrence and condition that results in or has the potential to result in preventable injury to a patient.

Hospital patient safety is a system applied to prevent injuries due to medical care and medication errors through a system of risk assessment, identification and management of risk factors, incident reporting and analysis, learning ability and follow-up of incidents and implementation of solutions to minimize risk (Sakit, 2015). Patient safety is a system to prevent injuries caused by mistakes due to carrying out an action or not taking action that should be taken. Safety is a patient's right, and healthcare professionals are obligated to provide safe health care.

Research Method

This study is a quantitative research using a *cross sectional* design. The population in this study was inpatient and outpatient nurses with the sample used was 93 nurses (*total sampling*). Research variables consist of dependent variables (patient safety), and independent variables (Situation, Background, Assessment, and Recommendation) Based on the research objectives, the study uses data types and data sources, namely primary and secondary data. Data collection techniques through filling out questionnaires Data analysis is carried out with SPSS statistical tests using data analysis used are univariate, bivariate (*Chi Square test*) and multivariate. (*Logistic Regression*)

Result

Bivariate Analysis

The effect of situation techniques on patient safety

Table 1. The Effect of Situation Technique on Patient Safety at Bhayangkara Kendari Hospital

Situation	Patient Safety				Total		P value
	Enough		Less				
	N	%	N	%	N	%	
Enough	43	82.7%	9	17.3%	52	100%	0,000
Less	12	29.3%	29	70.7%	41	100%	
Total	55	59.1%	38	40.9%	93	100%	

Source: Processed Data, (2024)

From the cross-tabulation table above, it is known that out of 52 respondents with sufficient *situation* ratings, as many as 43 people (82.7%) were sufficient and patient safety 9 nurses (17.3%) felt lacking, while from 41 respondents rated *the situation* as lacking, as many as 12 people (29.3%) were sufficient and patient safety was less as much as 29 (70.7%). As for the results of processing with Chi-square testing, interpreted p value $0.000 < \text{or less than } 0.05$, then H_a accepted H_o rejected so that it can be interpreted that there is a relationship between *the situation* technique and patient safety of Bhayangkara Kendari Hospital.

The effect of Background Technique on patient safety

Table 2. The effect of Background Technique on patient safety at Bhayangkara Kendari Hospital

Background	Patient Safety				Total		P value
	Enough		Less				
	N	%	N	%	N	%	
Enough	45	83.3%	45	16.7%	54	100%	0,000
Less	10	25.6%	29	74.4%	39	100%	
Total	55	59.1%	38	40.9%	93	100%	

Source: Processed Data, (2024)

As for the results of processing with Chi-square testing, a p value of 0.000 was obtained, this result when juxtaposed with a confidence level of 95% ($\alpha=0.05$) can be interpreted that the p value of $0.000 < \text{or less than } 0.05$, then H_a accepted H_o rejected so that it can be interpreted that there is a relationship between *background* techniques and patient safety at Bhayangkara Kendari Hospital.

The Effect of Assessment Techniques on Patient Safety

Table 3. Effect of Assessment Technique on Patient Safety at Bhayangkara Kendari Hospital

Assessment	Patient Safety				Total		P value
	Enough		Less				
	N	%	N	%	N	%	
Enough	46	83.6%	9	16.4%	55	100%	0,000
Less	9	23.7%	29	76.3%	38	100%	

The Effect of Effective Communication with Situation Background Techniques, Assessment, Recommendations on Patient Safety at Bhayangkara Hospital 2024

Total	55	59.1%	38	40.9%	93	100%
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Source: Processed Data, (2024)

Based on table 3 above showing the results of processing with Chi-square testing, obtained a p value of 0.000, this result when juxtaposed with a confidence level of 96% ($\alpha=0.05$) can be interpreted that the p value of $0.000 < \text{or less than } 0.05$, then H_a accepted H_o rejected so that it can be interpreted that there is a relationship between *assessment* techniques and patient safety of Bhayangkara Kendari Hospital.

The effect of Recommendation Techniques on patient safety

Table 4. The effect of Recommendation Technique on patient safety in hospitals.
Bhayangkara Kendari

<i>Recommendation</i>	Patient Safety				Total		P value
	Enough		Less				
	N	%	N	%	N	%	
Enough	46	86.8%	7	13.2%	53	100%	0,000
Less	9	22.5%	31	77.5%	40	100%	
Total	55	59.1%	38	40.9%	93	100%	

Source: Processed Data, (2024)

Based on table 4 above showing the results of processing with Chi-square testing, obtained a p value of 0.000, this result when juxtaposed with a confidence level of 96% ($\alpha=0.05$) can be interpreted that the p value of $0.000 < \text{or less than } 0.05$, then H_a accepted H_o rejected so that it can be interpreted that there is a relationship between *recommendation* and patient safety of Bhayangkara Kendari Hospital.

Multivariate Analysis

Table 5. Logistic Regression Analysis of the Effect of Situation, Background, Assessment, Recommendation Techniques with Patient Safety at Bhayangkara Kendari Hospital

Variable	Wald	Sig	Exp (B)
<i>Situation</i>	.139	.710	.687
<i>Background</i>	.419	.234	.453
<i>Assessment</i>	787	.003	.643
<i>Recommendation</i>	.661	.031	.094

Source: Processed Data, (2024)

Based on Table 5 above, it shows a multivariate analysis, it is known that the *Situation* technique has a non-simultaneous or insignificant influence with a value of $0.710 > 0.05$ with a wald value of 0.139. Followed by the *background technique* with insignificant results with a value of $0.234 > 0.05$, having a wald value of 1.419. The *assessment technique* was found to be significant simultaneously with a value of $0.003 < 0.05$, with a wald value of 8.787. Finally,

the *recommendation technique* was found to be significant simultaneously with values of $0.031 < 0.05$, with wald values of 4.661

The most dominant variable that has a significant influence on patient safety is the *recommendation technique* with a significant value of 0.031 and has an OR= 9,094 value, meaning that the more sufficient the *recommendations* in the hospital, the better the nurses will be 9,094 times compared to nurses who have less *recommendations*.

Discussion

The Effect of *Situation Techniques* on Patient Safety at Bhayangkara Kendari Hospital in 2024

Technique situation In the context of communication in nursing practice refers to the nurse's ability to explain or convey specific situations or conditions that are happening to patients. It involves disclosing information about the current condition from the nurse's point of view, such as symptoms, vital signs, or new developments in the patient's condition. Situational techniques help in providing a clear understanding to care team members of what is going on with the patient at that moment, thus enabling effective collaboration in patient care. It also helps direct team members' attention to urgent issues or important changes that require immediate action. Thus, the technique *situation* is an important first step in an effective communication process in the context of healthcare.

The majority of them also mentioned nursing problems that have or have not been resolved can give an idea of the progress of treatment. It can also help build expectations and clarity regarding treatment efforts. In the context of patient safety, effective communication also plays an important role to avoid mistakes or misunderstandings that can affect the patient's care process.

In contrast to the findings of Terrie and Yunus, (2023), finding effective communication of *situation techniques* on patient safety, the same results were found by Anggreini et al, (2023) and Wardahni, (2024). These findings found that it is important to improve effective communication and patient safety through the implementation of SBAR, especially when used to provide services to patients in hospitals, especially for *emergency*, urgent and time-sensitive actions. SBAR is a reliable and validated communication tool that has demonstrated reduced side effects in hospitals, improved communication between healthcare providers, and improved patient safety. Continuity of patient care is achieved by clear and concise transfer of patient clinical information from one healthcare provider to another during handover. Effective communication is an important factor in providing safe patient care.

This finding is the same as Rahariyani et al, (2022) 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 communication for patient safety. Safitri et al, (2022) explained that effective communication is the main element of patient safety goals because communication is the first cause of patient safety problems.

The Effect of *Background Techniques* on Patient Safety at Bhayangkara Kendari Hospital in 2024

Background techniques in the context of communication in nursing practice refer to the nurse's ability to gather and understand relevant background information about patients. This includes the patient's medical history, current health conditions, allergy history, medications being consumed, and other factors that may affect patient care and safety. Using *background* techniques, nurses can gain a comprehensive understanding of the patient's previous condition and factors that might affect current care. This assists nurses in making informed and informed care decisions, as well as identifying potential risks or problems that may arise during treatment. Thus, *background* techniques are an important step in the process of effective communication and treatment decision making in an effort to maintain patient safety and well-being.

This finding is the same as Rahariyani et al, (2022) 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 communication for patient safety. Rahmatulloh et al, (2022) explained that the application of the SBAR method handover management innovation has an influence on the ability of the team leader to do handover. The evaluation results show that as many as 75% of team leaders have the ability to fill out handover forms and deliver handovers using the SBAR method properly. In conclusion, the innovation of handover management of the SBAR method can be used to improve handover capabilities in an effort to improve effective communication.

The results of this study are different from the findings of Berntsson et al, (2022) found significant background *techniques* for patient safety where it is necessary to increase the use of effective communication to improve patient safety, sam findings from Jadhav and Mahajan, (2021), Guttman et al, (2021). Haddeland et al, (2022) these findings highlight the importance and necessity of increasing the use of ISBAR tools to improve patient safety. Horváth and Molnár, (2022) according to him clear communication is key to quality service and patient safety in a multicultural and multilingual healthcare environment.

This finding shows that nurses have conveyed clearly and easily understood the steps of intervention or action that will be taken regarding each patient's nursing problems when seeking treatment at the hospital. They can also provide information about the purpose of each intervention and how it will help the patient's recovery. Research shows that the application of effective *background* techniques has a significant impact on patient safety. By having a deep understanding of a patient's background, nurses can make more informed care decisions. prevent the occurrence of errors or complications that can harm the patient.

The Effect of *Assessment Techniques* on Patient Safety at Bhayangkara Kendari Hospital in 2024

Assessment techniques in the context of nursing practice refer to the process of collecting systematic and comprehensive data on the patient's health condition. This includes an evaluation of symptoms, vital signs, medical history, physical exam results, and other factors

that may affect patient care and safety. Through assessment techniques, nurses can gain a deep understanding of the patient's state of health, monitor the progress of their condition, and identify changes that require immediate intervention or action. Assessment techniques assist nurses in making appropriate diagnoses, planning appropriate treatment, and providing personalized attention to each patient. Thus, Assessment techniques are an important aspect in providing quality nursing care and maintaining patient safety and welfare. This technique is also an assessment / physical examination of the patient's current condition so that it needs to be anticipated so that the patient's condition does not worsen the conclusion of the current problem whether the condition improves or worsens. A (*Assessment*) From the results of the analysis of the situation and background, conclusions are obtained from the problems experienced by patients today.

The results of this study are the same as the findings of Wahyuni et al, (2020), Krisnawati et al, (2023) dan Guttman, et al, (2021), significant assessment *techniques* for patient safety, where the SBAR communication method with the application of patient safety culture. There is a relationship between the SBAR communication method and the implementation of a patient safety culture. It is highly recommended for hospitals to improve the application of SBAR communication methods and patient safety culture that is not yet fully optimal

Communication is an important thing that must be owned by nurses and other health workers because for 24 hours collaborate to accompany patients. Effective communication in nursing care requires knowledge and skills (Idealistiana and Salsabila, 2022). In service, *situation, backgroud, assessment, and recommendation* methods can help nurses to arrange ways of thinking, process information, convey messages, and facilitate consultation with doctors. Interviews that have been conducted by researchers to nursing managers at Taman Harapan Baru Hospital Bekasi City that communication techniques and documentation of *Situation, Backgroud, Assessment and Recommendations* have been applied. Various training and socialization efforts have been carried out via planned and continuous according to the evaluation results (Idealistiana and Salsabila, 2022).

The Effect of *Recommendation* Techniques on Patient Safety at Bhayangkara Kendari Hospital in 2024

Recommendation techniques in the context of patient safety refer to the nurse's ability to provide appropriate and relevant advice or recommendations regarding care and actions needed to maintain patient safety and well-being. Research shows that the application of effective *recommendation* techniques has a significant impact on patient safety. By providing appropriate recommendations, nurses can identify necessary actions to minimize risk and prevent complications or events that endanger patients. Provide guidance or instruction to patients and families on steps that can be taken to ensure the patient's safety and recovery at home. Collaboration with other care teams, including doctors and other experts, in planning and implementing treatments that are appropriate to the patient's condition and needs. So the application of effective *recommendation* techniques plays an important role in ensuring that patients receive optimal and coordinated care, and can help prevent errors or events that harm patients. This is one of the key aspects of keeping patients safe in the healthcare environment.

The Effect of Effective Communication with Situation Background Techniques, Assessment, Recommendations on Patient Safety at Bhayangkara Hospital 2024

Araujo, (2022) explained that an effective strategy in the handover process is to use a collaborative approach between academics and doctors to improve patient safety and satisfaction, optimize the use of resources and ensure positive changes in practice. In conclusion, nurses' effective communication towards patient handover is effective in improving patient safety and the quality of patient care.

The results of this study are in accordance with the findings of Tatiwakeng et al, (2021) where patient safety is a hospital system to make patient care safer, one of the benchmarks for a nursing service that determines the quality of the hospital is effective communication. SBAR Communication (*Situation, Background, Assessment, Recommendation*) This communication method is used when nurses weigh and receive. To determine the relationship between the use of effective SBAR communication methods and the implementation of *handover*. The results based on the articles that have been analyzed show that effective communication of SBAR plays an important role in the implementation of the weighing process, because it can improve patient safety. Conclusion: The results of the systematic literature review show that there is a relationship between the use of effective communication methods and the implementation of weigh-ins

The results of this study are the same as the findings of Horváth and Molnár, (2022), and Wardahni, (2024) *recommendations* have a significant effect on patient safety. Effective communication refers to the ability to provide clear and meaningful advice or direction to a member of the medical team or patient. It involves the ability to carefully evaluate the situation, formulate appropriate solutions or actions, and communicate those recommendations clearly and unequivocally to the recipient of the message.

The Effect of Effective Communication on Situation, Background, Assessment and Recommendation techniques on Patient Safety

Logistic regression analysis is used to determine the effect simultaneously or together where logistic analysis is a mathematical way to analyze independent variables affecting the dependent variable. Based on the findings of this study, it was found that the value of *Cox & Snell R Square* was 0.441, which showed that the ability of the independent variable to explain the dependent variable was 0.441 or 44.1 percent and there were $100\% - 44.1\% = 55.9\%$ other factors outside the model that influenced the independent variable. The research findings showed that situation techniques, *background techniques* and *assessment techniques* were not significant together on patient safety, so *the recommendation* technique together affected safety variables by 44.1 percent and 55.9 percent influenced by other variables that were not studied in this study.

Based on data analysis, it can be seen that the dominant variable affecting patient safety is *recommendation*, with a value of $OR = 9,094$, so that the recommendation variable is the most powerful factor affecting patient safety. Proposals as a follow-up What actions need to be taken to patients to overcome current complaint problems such as contacting doctors, directing patients to carry out supporting examinations, and other/what interventions have and have not been done to overcome the patient's problem.

The process of weigh-in, among the nurses of Bhayangkara Hospital applies the Effective communication recommendation technique well where most nurses feel confident in providing treatment recommendations or actions based on the results of patient assessments, but it is undeniable that there are still nurses who still feel hesitant or consider other options in providing recommendations. This lack of preparation in drafting treatment recommendations can have an impact on the quality of care provided to patients. Therefore, it is important for nurses to improve their skills in compiling treatment recommendations based on a comprehensive and thorough assessment of the patient's condition.

The results of this study are in accordance with the findings of Tatiwakeng et al, (2021) where patient safety is a hospital system to make patient care safer, one of the benchmarks for a nursing service that determines the quality of the hospital is effective communication. SBAR Communication (*Situation, Background, Assessment, Recommendation*) This communication method is used when nurses weigh and receive. To determine the relationship between the use of effective SBAR communication methods and the implementation of *handover*. The results based on the articles that have been analyzed show that effective communication of SBAR plays an important role in the implementation of the weighing process, because it can improve patient safety. Conclusion: The results of the systematic literature review show that there is a relationship between the use of effective communication methods and the implementation of weigh-in.

Conclusion

Based on the results of previous research and discussion, several things can be concluded. First, effective communication based on situation and background techniques does not have a significant effect on patient safety at Bhayangkara Kendari Hospital. However, effective communication based on assessment and recommendation techniques has a significant influence on patient safety at the hospital. In addition, simultaneously, recommendation techniques have a significant effect on patient safety. Suggestions that can be given are for the hospital to maintain and improve the quality of nursing services by conducting training and seminars on effective communication and conducting surveys and evaluations regularly. For the nursing profession, it is important to share knowledge and experience in improving the quality of service. Furthermore, future studies are expected to examine the effect of infection prevention and fall risk on patient safety in hospitals.

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The Effect of Effective Communication with Situation Background Techniques, Assessment, Recommendations on Patient Safety at Bhayangkara Hospital 2024

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