



The SBAR Communication Method (Situation-Background-Assessment-Recommendation) In Nursing: A Literature Review

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Abstract

Effective communication can majorly impact patients and families as it can influence their care. SBAR communication is used inefficiently, effectively, and accurately to convey information to others to achieve skills in critical, structured thinking and increase patient safety. Communication disorders between nurses can hinder the nursing process and the goals of nursing care. This literature review method uses the method of searching from journals, *textbooks*, *e-books*, study (*original research*) relating to the positive impact of SBAR communication in nursing, which can later be used in improving patient care, improving team performance, and management, as well as increasing the delivery of information handover. The results of the literature review found that communication is very important in the service setting. So that the hope can increase patient and family satisfaction when getting optimal service from nurses. Nursing services are always inseparable from how to communicate properly, so it is very important for this communication to be implemented optimally.

Keywords: Information, Communication, Nurses, SBAR

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1. BACKGROUND

In describing the impact of patient safety on the quality of health services, side effects or unwanted things often occur (World Health Organization, 2009). Side effects can be defined as the cause of a medical action that results in prolonged hospitalization and/or disability when the patient is going home, this can be avoided if the nurse has the knowledge that allows

to provide a more effective and efficient treatment mechanism (Putri et al., 2022a). Effective communication can majorly impact how patients and caregivers perceive their care (Schnipper et al., 2021). Communication mechanisms when nurses provide services are included in therapeutic communication (Putri et al., 2022b). Communication refers to the exchange of information using the help of

different media, such as speaking, writing, or body language. It is hoped that this can reduce anxiety when providing nursing services (Twary et al., 2019; Putri et al., 2021). Poor communication is found in many healthcare settings, especially during patient referrals or weighing and when a series with prompt and effective management is required (Müller et al., 2018). In addition, the impact that can occur when communication is not delivered optimally is that the treatment mechanism is not carried out, such as checking vital signs, which may not be on time (Fauzi et al., 2022). This type of communication in nursing services can be included in the nursing code of ethics, which refers to the service mechanism to patients (Rifai et al., 2021). Nearly 70% of sentinel events or medical errors that result in unwanted events (KTD) in hospitals are caused by failures in communication, and around 75% result in death. According to the accreditation committee at the hospital, improving patient safety can be done by increasing effective, timely, complete, accurate, clear, and understandable communication by patients or recipients to avoid unwanted things or mistakes. This can sometimes lead to a dilemma when taking action (Astuti et al., 2019; Khoiroh et al., 2020; Nur et al., 2020). SBAR (Situation,

Background, Recommendation) communication is a method that can be used in communication between nurses when changing shifts with other nurses. Communication mechanisms can mainly maintain client trust when providing services (Asmaningrum & Afandi., 2022). SBAR communication is used in conveying information to others efficiently, effectively, and accurately to be able to achieve skills in thinking critically and structured and to achieve increased patient safety. The existence of communication disorders between nurses can hinder the nursing process and the goals of nursing care, so it can have an impact the level of performance of nurses in providing patient nursing care can lead to a worsening of patient conditions (Sri Krisnawati & Darma Yanti, 2023; Afandi et al., 2023). According to research (Saragih & Novieastari, 2022), optimizing the use of SBAR communication during nurse handovers can have impacts such as improving patient safety, increasing nurse job satisfaction, providing a clear framework as a guide on nurse handover, and being able to find out the content of communication on the consideration that is often overlooked.

2. METHODS

The search for national and international journals in this literature study used the help of Google search sites, the National Library of Indonesia, and EBSCO. More than 100 journals are obtained from search engines because research on SBAR communication has been quite a lot. The focus is on taking journals that adopt SBAR communication in conducting services in hospitals with research inclusion criteria using SBAR communication. This literature study has exclusion criteria, namely research using communication that is not SBAR. In this study, ten articles were found, consisting of five national articles and five international articles. The sample used in the article ranged from 30 respondents to 250 respondents. Most journals are useable for descriptive methods with cross-sectional and multiple approaches, whether experimental or qualitative. Most of the articles published in national journals discuss how to apply the SBAR approach to communication, both when giving handovers and when transferring information between health workers. In articles published in international journals, the majority use quantitative research by looking at the effectiveness of communication on service quality. The hope is that both patients and families get

maximum service so as to increase patient satisfaction. Apart from that, there are also articles that highlight the role of the nurse when receiving delegations from other health workers and how this is conveyed to patients.

3. RESULTS & DISCUSSION

The delivery of information from nurses to nurses or other health workers in the health management system is essential to maintaining patient or client safety in the management of medical therapy, which in this case is closely related to supporting various treatments or actions taken. Effective communication is a significant component of patient safety (Safitri et al., 2022). Misunderstandings between fellow nurses, health workers, and the client's family can be avoided and reduced by creating clear, accurate, complete, timely, and easily understood communication. If the built communication does not have these elements with the correct accuracy and flow, then the nursing care provided may not take place optimally (Saragih & Novieastari, 2022). Handover is essential in implementing nursing care because it relates to patient safety and the continuity of nursing care. Handover transfers the main authority and responsibility in providing clinical care to patients from one care provider to another to ensure

continuity of care by exchanging information and sharing responsibility for care to patients (Ayala, 2017).

The use of SBAR (Situation, Background, Assessment, Recommendation) communication which is by the standards set by WHO, by describing the four elements in it, namely Situation which describe what is happening at this time, Background which explains the background of related circumstances, Assessment describes an assessment of a problem that arises, then Recommendation, which is an appropriate action or recommendation for action that should be taken to overcome this problem (Safitri et al., 2022). SBAR is carried out at the time of handover of patients as communication between nurses or other health workers by providing logical and structured sequences can be easily remembered and can help frame every conversation related to patient conditions by creating a shared understanding between nurses so that patient safety can be achieved. According to research (Saragih & Novieastari, 2022), optimal SBAR communication during handovers can have an impact on nurses, namely by increasing patient safety, increasing nurse job satisfaction, providing a more explicit framework that serves as a guide for nurse handovers and can find out the contents of the communication at the

time of handover which is often missed. This is also in line with the research results (Hariyanto et al., 2019). The use of the SBAR communication technique applied at the Anton Soedjarwo Pontianak Hospital has an impact by greatly assisting nurses and other health workers in conveying or reporting on patient conditions and health, such as delivery from nurses to a doctor or other health professional. Then according to research (Haddeland et al., 2022), the SBAR method has several advantages in practical and specific communication and improves the quality of handover and patient safety, namely that nurses can more easily establish contact at the beginning of patient handover, reduce or resolve any ambiguity, complete documentation, increased communication flow and interaction within the team, increased confidence in the role after using the SBAR method helps nurses become more focused and efficient at handover time.

4. CONCLUSION

Based on the literature review conducted, it can be concluded that there are many positive impacts on the use of communication with the SBAR (Situation, Background, Recommendation) method, which can also have an impact on patient conditions, increase nurse work motivation, increase team performance,

improve handover quality and improve management performance health workers, especially nurses. Besides that, communication is very important, including when taking action either directly or indirectly to the patient.

AUTHOR CONTRIBUTIONS

Substantial contributions to conceptualization, data curation, analysis, Supervision Writing - review & editing: Prestasianita Putri and Alfid Tri Afandi. Manuscript revisions: Prestasianita Putri.

CONFLICT OF INTEREST

The authors declare no conflict of interest for this publication.

DATA AVAILABILITY STATEMENT

The data that support the findings of this study are available from the corresponding author upon reasonable request.

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