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Penerapan Komunikasi SBAR dalam Pelaksanaan Timbang Terima Di RSIA Annisa Pekanbaru
Xii + 25 Halaman + 7 Tabel + 1 Gambar + 5 Lampiran

ABSTRAK

Metode komunikasi SBAR (*Situation, Background, Assessment, Recommendation*) terbukti mampu meningkatkan kejelasan, ketepatan, dan kelengkapan informasi yang disampaikan antar perawat saat pergantian shift. Studi kasus berbasis *Evidence-Based Nursing Practice* ini bertujuan untuk menganalisis penerapan komunikasi SBAR dalam pelaksanaan timbang terima di Ruangan IGD RSIA Annisa Pekanbaru. Penerapan dilakukan pada 6 orang perawat dengan desain *pretest–posttest* selama tiga hari (7–9 Agustus 2025) pada saat shif pagi dan shif siang melalui intervensi berupa sosialisasi, demonstrasi, dan observasi pelaksanaan komunikasi SBAR sesuai SOP. Data dikumpulkan melalui wawancara, observasi, dan pengisian kuesioner, kemudian dianalisis secara deskriptif. Hasil penerapan menunjukkan adanya peningkatan skor dari 15 (kategori kurang) pada pretest menjadi 28 (kategori baik) pada posttest. Penerapan komunikasi SBAR terbukti dapat meningkatkan kualitas proses timbang terima dan meminimalkan risiko miskomunikasi. Disarankan agar pihak rumah sakit mengintegrasikan pelatihan SBAR secara berkesinambungan untuk mendukung meningkatkan mutu pelayanan kesehatan.

Kata kunci : komunikasi efektif. SBAR, timbang terima
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Implementation of SBAR Communication in the Handover Process at RSIA Annisa Pekanbaru
Xii+ 25 Pages + 7 Tables + 1 Figure + 5 Appendices

The SBAR communication method (Situation, Background, Assessment, Recommendation) has been proven to enhance the clarity, accuracy, and completeness of information conveyed between nurses during shift changes. This Evidence-Based Nursing Practice case study aims to analyze the implementation of SBAR communication in the handover process at the Emergency Department of RSIA Annisa Pekanbaru. The study involved six nurses and was conducted using a pretest–posttest design over three days (August 7–9, 2025), through interventions including socialization, demonstration, and observation of SBAR implementation in accordance with the SOP. Data were collected via interviews, observations, and questionnaires, then analyzed descriptively. Results showed an increase in the average score from 15 (poor category) in the pretest to 28 (good category) in the posttest. The implementation of SBAR communication was shown to improve the quality of the handover process and reduce the risk of miscommunication. It is recommended that the hospital continuously integrate SBAR training to support improve the quality of healthcare services.

Keywords ***:*** *effective communication, SBAR, handover, patient safety, nursing*
References *:* 15 (2015-2025)