

THE CORRELATION BETWEEN ATTITUDE AND MOTIVATION WITH THE IMPLEMENTATION OF SBAR COMMUNICATION TECHNIQUE DONE BY EMERGENCY ROOM NURSES WHILE DOING PATIENT HANDOVER IN A PRIVATE HOSPITAL IN WEST REGION OF INDONESIA

Amanda Rut¹, Theyman Laowo², Martina Pakpahan³, Martha Octaria⁴

^{1,2} Students of the Faculty of Nursing and Health Sciences – Universitas Pelita Harapan

³ Lecturer of the Faculty of Nursing and Health Sciences – Universitas Pelita Harapan

⁴ Clinical Educator of the Faculty of Nursing and Health Sciences – Universitas Pelita Harapan

Email: rebeaamanda63@gmail.com, martina.pakpahan@uph.edu

ABSTRACT

The effective communication increase is one of the seven goals of patient safety. The SBAR communication technique is part of it. There are several factors that influence the application of SBAR communication namely; knowledge, attitude and motivation. According to the Joint Commission International (JCI) and the World Health Organization (WHO) of 25,000-30,000 cases of permanent disability in patients in Australia, 11% was due to communication failure. Based on interviews by researcher with head nurses on February 19, 2018, March 3, 2018, March 4, 2018 and March 6, 2018 with several nurses and also the head nurse, and in three observations conducted in March in a Private Hospital in West Region of Indonesian, it was found that nurses had not conducted SBAR communication technique in accordance with the SOP (Standard Operational Procedure). This study was conducted to analyze the factors associated with the implementation of SBAR communication technique while doing patient handover by emergency Room nurses in a Private Hospital in West Region of Indonesia. This study employed quantitative methodology with a cross-sectional research design. Sampling was done by total sampling technique to 12 nurses. Data collection was done using a questionnaire to measure variables of the attitudes and motivation of nurses and observation sheets to assess the implementation of SBAR communication technique by nurses. The results of bivariate analysis using Chi Square showed that there was a correlation between the attitude of emergency nurses with the implementation of SBAR communication technique while doing patient handover (p value < 0.05), but there was no correlation between the motivation of nurses with the implementation of SBAR communication technique while doing patient handover (p value > 0.05). As the Suggestions for the hospital, the results of the study can be used as a reference in the implementation of SBAR communication technique by improving positive attitude of nurses.

Keywords: *Communication, SBAR, Motivation, Attitude, Handover*

INTRODUCTION

Handover is a transfer of information (including responsibility and accountability) during the ongoing transfer of care which includes questions, clarification and confirmation about the patient (Friesen. Et al., 2010). In 2008, the World Health Organization (WHO) required its members to improve their communication patterns when carrying handover where they had to use a strategic

standard using the SBAR communication Technique. SBAR Communication is communication that is carried out face to face and consists of 4 components, namely S (Situation): is a situation that happens at that time. B (Background): is something that lies behind the situation that occurs. A (Assessment): is an assessment of a problem. R (Recommendation): is an action which asks for suggestions for the correct actions that should be taken for the problem (JCIPE, 2012).

The results of Catherine's (2008) study at Denver Health Medical Center, the communication failure of nurses in intershift handover by 30% was caused by direct communication failures such as: late communication, communication failure with all members of the nursing team, and unclear communication content. According to the Joint Commission International (JCI) and the World Health Organization (WHO) of 25,000-30,000 cases of permanent disability in patients in Australia, 11% was due to communication failure.

There are several factors that influence the application of SBAR communication including knowledge, attitude and motivation (Donabedian 1988 model, quoted in Cahyono, 2008). The result of a study entitled "Factors Associated with the Application of SBAR Communication in Inpatient Rooms" by Rezkiki and Utami (2016) showed that there was a correlation between nurses' attitudes, knowledge and motivation towards the implementation of SBAR.

Based on interviews on February 19, 2018, March 3, 2018, March 4, 2018 and March 6, 2018 with several nurses and also the head nurse, and in three observations conducted in March in a Private Hospital in West Region of Indonesian, it was found

that there were some unexpected events due to the failure of SBAR communication technique. This finding indicated that nurses had not conducted SBAR communication technique in accordance with the SOP (Standard Operational Procedure) of the Hospitals.

The place of the research which is the service of emergency patients is a service that requires immediate service, namely fast, precise and careful to prevent death and disability. One indicator of service quality is response time (Depkes RI, 2006). Therefore, the authors were interested in conducting research on the correlation between attitudes and motivation with the application of SBAR communication technique performed by Emergency Room nurses when doing patient handover in a Private Hospital in West Region of Indonesia.

METHOD

This research employed quantitative research methodology with cross-sectional design. The sampling technique used in this study was total sampling, to 12 nurses in a Private Hospital in West Region of Indonesia. The instruments used in this study were questionnaires and observation sheets. Questionnaires are used to measure

independent variables (attitude and motivation) with 32 questions with Likert scale, while the observation sheet is used to measure the dependent variable (the application of SBAR communication) by referring to the SOP at the hospital.

The questionnaire for motivation variable assessed the aspects of internal and external motives. Results are categorized as weak motivation: 0-33%, Moderate motivation: 34-66%, Strong motivation: 67-100% (Hidayat, 2009). The questionnaire for attitude variable used positive statements and negative statements. Results are categorized as Negative Attitudes: the score <mean, and positive attitude: the score> means (Azwar, 2010).

The questionnaires used were made by the researchers themselves and validity and reliability were tested. Cronbach's alpha results of the questionnaire for the motivation variable was 0.892 and attitude variable was 0.919. Observations of respondents were carried out by researchers in different places; in the inpatient room to see the patient's handover process from the emergency room to the Inpatient room and at the emergency room to see the handover process at the turn of the shift.

In the data collection process, the researchers conducted several steps, namely: the researchers submitted a research permit application in a private hospital in west region of Indonesia, then contracted the time and place in advance with the Emergency Room nurse. Then they explained the procedure for filling out the research approval sheet and questionnaire and explained the purpose of the research. After that respondents signed the research approval sheet and filled out the questionnaire. The ethics of data collection of this study emphasized on informed consent, Anonymity (without name), and Confidentiality. This research uses data processing through several stages, including data editing, coding, data entry, tabulating, and cleaning stages (Riyanto, 2011). Data analysis was carried out in the form of univariate and bivariate analysis. Bivariate analysis uses chi square test.

RESULTS

The results of univariate and bivariate analysis in the research conducted on attitudes and motivations towards the application of SBAR communication technique by emergency room nurses are shown in Table 1:

Table 1. Distribution of Respondents Based on Demographic Data in a Private Hospital in West Region of Indonesia (n = 12)

Demography	Quantity (n)	Percentage (%)
Age		
-20-30	12	100
Total	12	100
Level of education		
- Diploma	8	66,7
- Bachelor Degree	4	33,3
Total	12	100

Based on Table 1, it is known that all respondents have a Diploma 3 level which respondents are 20-30 years old (100%). is equal to 66.7%.

Based on education level, the majority of

Table 2. Description of the Attitudes of Emergency Room Nurses in a Private Hospital in West Region of Indonesia (n = 12)

Attitudes	Quantity (n)	Percentage (%)
Positive	8	66,7
Negative	4	33,3
Total	12	100

Based on Table 2, the majority of equal to 66.7% while only 33.3% had a respondents have a positive attitude that is negative attitude.

Table 3. Description of Motivation of Emergency Room Nurses in a Private Hospital in West Region of Indonesia (n = 12)

Motivation	Quantity (n)	Percentage (%)
Strong	12	100
Moderate	0	0
Weak	0	0
Total	12	100

Based on Table 3, it is known that all respondents have strong motivation (100%).

Table 4. Description of the Implementation of SBAR Communication Technique at The Patients Handover by Emergency Room Nurses in a Private Hospital in West Region of Indonesia (n = 12)

SBAR Implementation	Quantity (n)	Percentage (%)
Implemented	10	83.3
Not implemented	2	16.7
Total	12	100

In Table 4 it is known that there are 10 (83.3%) respondents who conducted SBAR in accordance with the SOP while there are 2 (16.7%) nurse respondents who did not conduct SBAR in accordance with the SOP.

Table 5. The Correlation between Attitudes of Nurses with the Implementation of SBAR Communication Technique at The Patients Handover by Emergency Room Nurses in a Private Hospital in West Region of Indonesia (n = 12)

Attitude	Implementation				Total		<i>p value</i> 0.035
	Not implemented		Implemented		n	Frequency	
	n	Frequency	n	Frequency	n	Frequency	
Negative	2	4	0	0	2	4	
Positive	0	0	10	20	10	20	
Total	2	4	10	20	12	24	

The observation was conducted twice to the 12 nurses. Based on Table 5, it is known that there is a correlation between nurses' attitudes with the application of SBAR communication when handover patients by emergency room nurses in a Private Hospital in West Region of Indonesia (p value 0.035).

Based on Table 6, it is known that there is no relationship between nurses' motivation with the application of SBAR communication done by emergency room nurses when they were doing patient handover in a Private Hospital in West Region of Indonesia (p value 0.515).

Table 6. The Correlation Between Motivation of Nurses With the Implementation of SBAR Communication Technique at The Patients Handover by Emergency Room Nurses in a Private Hospital in West Region of Indonesia (n = 12)

Motivation	Implementation				Total		<i>p value</i> 0.515
	Not implemented		Implemented		n	Frequency	
	n	Frequency	n	Frequency	n	Frequency	
Strong	2	4	10	20	12	24	
Moderate	0	0	0	0	0	0	
Weak	0	0	0	0	0	0	
Total	2	4	10	20	12	24	

Note of Table 6 : Two observations were conducted to each respondent. Frequency indicates the number of observation, n indicates the number of respondent

DISCUSSION

Description of Attitudes and Motivation of Nurses

The researchers analyzed the data obtained. The data showed that the respondents had a positive attitude (66.67%) and good motivation (100%). It means that they are able to implement SBAR communication in accordance with the Hospital SOP when The Patients Handover by Emergency Room Nurses in a Private Hospital in West Region of Indonesia.

Attitude is the mental and nerve state of preparedness that is regulated through experience that provides a dynamic influence or directed towards the individual response to all objects and situations related to it (Widayatun, 2009). Motivation is an encouragement or work motivation that is contained within the nurse plays an important role in implementing an action. If the work motivation of nurses is high, then it will facilitate nurses in carrying out actions and vice versa (Abdullah, 2014).

The Correlation between Attitudes of Nurses With Implementation of SBAR Communication

Attitudes can be positioned as a result of evaluating objects that are expressed in cognitive, affective (emotional) and

behavioral processes (Eagle & Chaiken, 1993 in A. Wawan & Dewi M., 2010). Some of these theories convince researchers with the results of research obtained that a person's attitude will affect the way someone delivers a message, and will show the results of good message quality. The professional attitude of nurses in communicating both to patients and with medical staff will have an impact on the understanding of the recipient of the message where clear and accurate messages are made, and reduce the risk of misunderstanding by the recipient of the message. Thus, the attitude has an important role to be taken into account by nurses when communicating because it can affect the implementation of SBAR while doing patient handover.

The results of this study are supported by research conducted by Rezkiki and Utami (2016) with the research title "Factors Associated with the Implementation of SBAR Communication in Inpatient Room" showing that there is a correlation between nurses' attitudes and motivation with the implementation of SBAR communication at the patients' handover. Another study conducted by Mariani et al. (2015) with the title "The Analysis of Factors Affecting SBAR Communication Implementation in

Integrated Medical Records of Inpatient Room III Pati Rapih Hospital Yogyakarta February-March 2014" proved that there is a low category correlation between attitudes and the implementation of documentation SBAR communication (p value 0.001).

The Correlation between Motivation of Nurses with Implementation of SBAR Communication

Motivation is a process that gives enthusiasm, direction, persistence of behavior. This means that motivated behavior is a behavior that is full of energy, directed and long-lasting (Santrock., 2013). Humans have a tendency to set goals and try to achieve these goals. This will happen if humans understand and accept certain goals that have been set. Specific goals and challenging goals can be the effective motivation for individuals and for groups. Motivation is divided into two parts, namely intrinsic motivation which is motivation that arises from within and extrinsic motivation, namely motivation obtained from outside of someone such as the environment, praise or value.

The conducted research shows that there is no correlation between nurses motivation with the implementation of SBAR communication by nurses while doing patient handover (p value 0.515). In

addition, it is known that respondents who are highly motivated do not consistently implement SBAR communication technique while doing patient handovers. This might be due to the majority of respondents having strong (intrinsic) self-motivation in implementing SBAR communication technique.

Although the motivation for communicating SBAR nurses is strong, it requires internal awareness to provide value to the motivation to realize it. The results of this study are different from the research conducted by Mariani et al in 2015 with the title "Analysis of Factors Affecting SBAR Communication Implementation in Integrated Medical Records in Inpatient Room III Pati Rapih Hospital Yogyakarta in February-March 2014" that showed there is low category influence between motivation and implementation of SBAR communication documentation (p value 0.03)

CONCLUSION

The majority of respondents have a positive attitudes (66.7%) and a strong motivation (100%). There were 83.3% of respondents conducted SBAR in accordance with the SOP from the hospital. The results of the study shown that there is a correlation

between the attitude of respondents with the implementation of SBAR communication technique while doing patient handover (p value 0.035), but there is no correlation between motivation of responden with the implementation of SBAR communication technique while doing patient handover (p value 0.515)

Compliance of emergency nurses in implementing SBAR communication technique in a private hospital in West Region of Indonesian was influenced by the attitude of nurses, so the hospital can provide coaching classes and rewards in developing a positive attitude of nurses to improve nurse compliance in implementing SBAR communication techniques.

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