

Relationship between Nurse Communication and Nursing Documentation at Rizani-Paiton Hospital

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Abstract

Introduction: the importance of nurse communication in the hospital is the reason why nurses must be able to communicate effectively, therefore the National Hospital Accreditation Standard (SNARS) recommends a SBAR communication procedure which is expected to be a solution to the ineffectiveness of communication and to improve good nursing documentation based on communication which is also good among the medical team. Research objective: to determine the relationship between SBAR communication and nursing documentation at Rizani Paiton Hospital. Methods: This study used a quantitative descriptive approach using the Spearman's rho Correlation statistical test, with data collection instruments using a questionnaire. Research Results: Spearman's rho correlation test results obtained a P value of (0.000). Because the P value <0.05, H1 is accepted meaning that there is a significant relationship between SBAR communication and nursing documentation. Nurses' SBAR communication with nursing documentation had 104 nurses as respondents, while the results obtained in terms of SBAR communication with good SBAR communication categories were 94 nurses (90.4%), the SBAR communication category was sufficient for 10 nurses (9.6%) and . Meanwhile, in terms of nursing documentation, there were 99 nurses (95.2%) in the good category, and 5 in the sufficient category (4.8%). Conclusion: Good SBAR communication will also make good nursing documentation.

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1. INTRODUCTION

The importance of communication for nurses in hospitals is the reason why nurses must be able to communicate effectively, communication errors in operant procedures can have bad consequences for patients, but communication errors are still found when nurses carry out handovers between shifts, so the National Hospital Accreditation Standards (SNARS) recommend a SBAR communication procedure (*Situation, Background, Assessment, Recommendation*) which is expected to be a solution to ineffective communication (Nainggolan, S. S. 2021).

Communication using the SBAR method is used when nurses carry out operations (*handover*), moving rooms or when reporting the patient's condition to the doctor. Patient safety is important. Increasing effective communication is included in patient safety goals. SBAR communication method (*Situation, Background, Assessment, Recommendation*) is an effective communication framework and is established as a standard of communication between health workers who focus on patients (Christina, L.V., & Susilo, A.P. (2021).

From the results of a preliminary study conducted by researchers by means of interviews with the head of the room and observations carried out at the hospital. Rizani was found at the hospital. Rizani carries out SBAR communication with fellow nurses, especially in reporting patient conditions to doctors, but sometimes nurses forget to document directly and pay less attention to the completeness of existing documentation so that the completeness of documentation cannot be controlled. Documentation of nursing care, especially implementation and evaluation of nursing, is still incomplete.

Based on the presentation, it can be formulated whether there is a relationship between SBAR Communication and Nursing Documentation at Rizani Hospital, Probolinggo Regency.

2. RESEARCH METHOD

This research design uses an approach *Cross Sectional* with respondents being nurses at Wonolangan Hospital, Probolinggo, with a total sample of 104 nurses. Research using the SBAR questionnaire and Nursing Documentation.

3. RESEARCH RESULTS AND DISCUSSION

3.1. Research result

Category		Frequency	Percentage (%)
SBAR Communications	Good	94	90,4
	Enough	10	9,6
	Not enough	0	0
Total		104	100

The implementation of SBAR Communication for Nurses at Rizani Paiton Hospital was more in the good category, namely 94 (90.4%), than in the fair category, which was only 10 respondents (9.6%). And for the less category the number is 0.

Category		Frequency	Percentage(%)
Nursing Documentation	Good	99	95,2
	Enough	5	4,8
	Not enough	0	0
Total		104	100

Implementation of Nursing Documentation for Nurses at Rizani Paiton Hospital has more good categories, namely 99 (95.2%), than those in the sufficient category, which only has 5 respondents (4.8%). And for the less category the number is 0.

SBAR Communications	Nursing Documentation						Total	Coef. Correlations	Sig values	
	Good		Enough		Not enough					
	F	%	F	%	F	%				F
Good	94	90,4%	0	0%	0	0%	94	90,4%	0,485	0,000
Enough	5	4,8%	5	4,8%	0	0%	10	9,6%		

Not enough	0	0	0	0%	0	0%	0	0%
Total	99	95,	5	4.8%	0	0%	104	100
		2%						%

Based on table 5.12, the values are obtained *themselves* (0.000) which means there is a significant relationship between Nurse SBAR Communication and Nursing Documentation. And get value *Correlations coefficient* (0.485) which means the level of correlation is sufficient between Nurse SBAR Communication and Nursing Documentation at Rizani Hospital, Paiton

3.2.Discussion

1.SBAR Communication for Nurses at Rizani Paiton Hospital.

From the data in the table above, it can be seen that the SBAR communication level of nurses is dominant in the good category compared to respondents in the sufficient category. Then, it can also be seen that many nurses at Rizani Hospital already know about SBAR communication so that the majority of them in the room have communicated with other medical personnel. Of the 94 SBAR communication respondents who were categorized as good, all of them answered question item no. 1, namely providing the patient's name and answering the point "always". For other questions, some of the 94 respondents still answered the point "often" and some answered the point "sometimes." The respondent conveyed the patient's name because the patient's name is the main identity in carrying out the action, so conveying the patient's name aims to prevent errors in providing nursing care to the patient.

2.Nursing Documentation at Rizani Paiton Hospital

From the table data above, it can be seen that the level of nursing documentation is dominant in the good category compared to respondents in the sufficient category. Then, it can also be seen that many nurses at Rizani Hospital already know and carry out documentation optimally and well according to standards. Of the 99 nursing documentation respondents who were in the good category, they answered the question items, namely recording the data that was studied in accordance with the assessment guidelines, the data was grouped (biopsico-social and spiritual), the data was studied from the time the patient was admitted until he went home, the problem was formulated based on the problems that had been found, based on the diagnosis. nursing actions are carried out referring to the care plan, nurses observe the client's response to nursing actions, all actions that have been carried out are recorded concisely and clearly in the hospital.

3.Relationship between Nurse SBAR Communication and Nursing Documentation at Rizani Paiton Hospital.

The table above shows the values *themselves* (0.000). In other words, there is a meaningful relationship between Nurse SBAR Communication and Nursing Documentation. These two variables also have a sufficient strength of relationship between Nurse SBAR Communication and Nursing Documentation at Rizani Hospital, Paiton.

4. CONCLUSION

1. There is SBAR communication for nurses at Rizani Paiton Hospital with a good category of 90.4%
2. There is nursing documentation at Rizani Paiton Hospital with a good category of 95.2%
3. There is a relationship between SBAR communication and nursing documentation with sig.2 tailed 0.000 at Rizani Hospital and the strength of the relationship is in the sufficient category (0.485).

Based on the 3 points above, good SBAR communication will make good nursing documentation too.

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