

## Improving Patient Safety through Effective SBAR Communication

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### ABSTRACT

Patient safety is a major challenge in health services that can occur due to ineffective communication between health workers. Effective communication used by nurses is SBAR communication, which is effective communication that can reduce errors. In Indonesia in 2021 there were 145 patient safety incidents, In 2023 the implementation of patient safety at Dr. Rasidin Hospital was 49%. This study aims to determine the relationship between SBAR communication and patient safety in Inpatient Care at Dr. Rasidin Hospital. The type of research used is quantitative with a cross-sectional approach. The study was conducted at Dr. Rasidin Hospital with data collection carried out on March 6-7, 2025. The total sampling technique, 43 respondents were obtained, Analysis using the Chi-Square Test. The results showed that SBAR communication was 51.2% effective and patient safety was 51.2% good. Statistical analysis showed a relationship between SBAR communication and patient safety ( $p = 0.022$ ). It is expected that Dr. Rasidin Hospital will pay attention to the quality of nursing services based on the principles of nurse SBAR in order to improve patient safety in the future.

**Keywords:** Patient Safety, SBAR Communication

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## INTRODUCTION

Hospitals are a type of health care facility that provides comprehensive individual health care services, including inpatient care, outpatient care, and emergency care. As a public service, hospitals have a duty to carry out activities in order to fulfill the basic human right to health care (Amran et al., 2022).

Patient loyalty to a hospital is determined by the quality of the hospital's services. The implementation of core service quality includes the services provided by doctors, nurses, and medical equipment. Given the importance of healthcare services in hospitals, there is a need to improve the quality of healthcare services (Sophiana Enjellin Anathasia & Dety Mulyanti, 2023). In providing services, hospitals have a responsibility to ensure the quality and safety of patients (Purwanto et al., 2023).

According to the World Health Organization (WHO), patient safety in various countries results in 5.7 million to 8.7 million deaths each year due to poor-quality healthcare

services. Based on data from the Patient Safety Committee in Hospitals (KKPRS) (2022), it was reported that patient safety incidents in Indonesia in 2022 reached 4,916 cases. At Dr. Rasidin Padang General Hospital, patient safety achieved a rate of 49% (Istanti et al., 2021).

The impact of not implementing patient safety in hospitals will include a decline in hospital quality, a decline in patient satisfaction, an increase in costs related to additional hospital stays, treatment of infections, and disabilities resulting in losses, thereby reducing hospital profits (Oxyandi et al., 2020).

Several factors that influence patient safety include safety culture, managers/leaders, healthcare workers, and communication (Karmila, 2023). One of the benchmarks for nursing care that determines the quality of a hospital is effective communication using the SBAR method (Tatiwakeng et al., 2021).

The impact of not implementing SBAR communication is likely to increase the risk of patient safety incidents (Eliwarti, 2021). Dampak dari tidak menerapkan komunikasi SBAR kemungkinan besar akan meningkatkan risiko terjadinya insiden keamanan pasien (Handayani & Hasanah, 2024).

A preliminary study conducted by DR Rasidin General Hospital in Padang in March 2025 on 10 nurses regarding patient safety in the Kasturi, Kurma, and Zaitun internal medicine wards 1) Work area 4 nurses 40% said that they always support patient safety 2) Supervisors: 2 nurses (20%) stated that they sometimes felt the supervisor's support was inconsistent, 3) Incident reporting frequency: 4 nurses (40%) stated that they sometimes reported incidents. The results of the implementation of SBAR communication (Situation, Background, Assessment, Recommendation) show that 6 nurses (60%) stated that they sometimes use SBAR communication (Situation, Background, Assessment, Recommendation). Meanwhile, 2 nurses (20%) rarely use the SBAR communication method (Situation, Background, Assessment, Recommendation), citing constraints due to limited time and various other factors. 2 nurses (20%) are already aware of the implementation of communication.

## **METHOD**

This type of research is quantitative research using an analytical design with a cross-sectional approach (Sugiyono, 2022). This study was conducted in the inpatient ward of Dr. Rasidin Padang Regional General Hospital. The population in this study was all nurses in the inpatient ward who used SBAR communication for patient safety. The sample in this study consisted of 43 people. The instrument used in this study was a questionnaire. The statistical test used was the chi-square test.

## FINDING AND DISCUSSION

### RESEARCH RESULT

**Table 1:** Frequency Distribution of Patient Safety in the Inpatient Ward of Dr. Rasidin Padang Regional General Hospital.

Patient safety	Frequency	Percentage
Good	22	51,2
Not good	21	48,8
Total	43	100

Based on Table 1, it can be seen that more than half of the respondents (51.2%) rated patient safety in the inpatient ward of Dr. Rasidin Padang Regional General Hospital as good in 2025.

**Table 2:** Frequency Distribution of SBAR Communication in the Inpatient Ward of Dr. Rasidin Padang Regional General Hospital.

SBAR Communication	Frequency	Percentage
Good	22	51,2
Not good	21	48,8
Total	43	100

Based on Table 2, it can be seen that more than half of the respondents (51.2%) found the SBAR communication of the implementing nurses to be effective in the inpatient ward of Dr. Rasidin Padang Regional General Hospital in 2025.

**Tabel 2: Hubungan** Komunikasi SBAR Dengan Keselamatan Pasien Di Ruang Rawat Inap RSUD dr. Rasidin Padang.

Patient safety	SBAR communication						p-value	
	Effective		Not effective		Total			
	f	%	f	%	f	%		
Good	7	31,8	15	68,2	22	100	0,022	
Not good	15	71,4	6	28,6	21	100		
Total	22	51,2	21	48,8	43	100		

Based on Table 3 above, it shows that respondents with poor patient safety were more numerous than those with ineffective patient safety (71.4%), compared to those with good patient safety (33.3%) who were more numerous than those with ineffective patient safety (68.2%). Meanwhile, respondents with effective SBAR communication were more likely to have poor patient safety (71.4%) compared to those with good patient safety (31.8%). Based on the statistical test results (chi-square), the p-value was 0.022 (P-value  $\leq$  0.05), indicating a significant association between SBAR communication and patient safety in the inpatient ward of Dr. Rasidin General Hospital in Padang.

## DISCUSSION

Based on the results of the study of 22 people (51.2%), effective SBAR communication greatly improved patient safety, namely 22 people (51.2%). The results of the statistical test using the chi-square test obtained a p-value of 0.022 ( $p<0.05$ ), meaning that there is a relationship between SBAR communication and patient safety in the Inpatient Ward of Dr. Rasidin Padang Regional General Hospital.

In line with other studies (Cahayu & Banjarnahor, 2023). The study on the relationship between the Effective Communication Method Situation Background Assessment Recommendation (SBAR) and the implementation of patient safety in the inpatient ward of Aminah Hospital in Tangerang found that 37 respondents (92.5%) used SBAR communication in the “good” category. The results of the chi-square statistical test yielded a p-value of 0.044, thus supporting the hypothesis that there is a significant relationship between the Effective Communication Method: Situation Background Assessment Recommendation (SBAR) and the Implementation of Patient Safety in the Inpatient Ward of Aminah Hospital in Tangerang.

The implementation of SBAR communication has been proven to be related to patient safety, as it minimizes the possibility of nurses providing incorrect information to doctors. Since SBAR communication is accurate, structured, and clear without precision and clarity in the communication process, the delivery of care will not be optimal. Effective communication using the SBAR technique can reduce the occurrence of miscommunication that leads to patient safety incidents, such as medication errors(Wiyata et al., 2024).

## CONCLUSION

Based on the results of the study on the Relationship Between SBAR Communication and Patient Safety in the Inpatient Ward of Dr. Rasidin General Hospital in Padang, the conclusions and discussions conducted lead to the following conclusions: More than half of the participants demonstrated effective SBAR communication, totaling 22 individuals (51.2%) and more than half had good patient safety, totaling 22 people (51.2%). There is a relationship between SBAR communication and patient safety levels in the inpatient ward of Dr. Rasidin General Hospital in Padang ( $p=0.022$ ).

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