

Analisis Penerapan ISBAR dan CARE team protocol dalam Pelaksanaan Handover di Ruang Rawat Inap Rumah Sakit X = Analysis of the Implementation of ISBAR and Care team protocol in Handover Practice in the Inpatient Room at Hospital X

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Abstrak

Handover keperawatan merupakan salah satu kegiatan rutin yang dilakukan oleh perawat. Berdasarkan bukti yang didapatkan dari penelitian, kegagalan proses handover berpotensi menyebabkan insiden keselamatan pasien, kesalahan medikasi, hingga ketidakpuasan pasien terhadap pelayanan keperawatan. Tujuan: Penelitian ini bertujuan untuk mengevaluasi penerapan metode ISBAR dan CARE team protocol dalam pelaksanaan handover di ruang rawat inap Rumah Sakit X. Metode: Penulis menggunakan metode case report yang dimulai dengan melakukan observasi dan wawancara, menerapkan inovasi penyelesaian masalah menggunakan evidence-based practice, dan evaluasi. Penerapan intervensi: Implementasi dengan sosialisasi dan penerapan metode ISBAR dan CARE team protocol dilakukan kepada 12 orang perawat kemudian mengevaluasi penerapannya kepada 6 orang perawat. Hasilnya, perawat melakukan penyampaian informasi secara lebih terstruktur dibuktikan dengan penerapan ISBAR yang lebih optimal (Identity 100%; Situation 86%; Background 35%; Assessment 35%; Recommendation 100%). Sikap perawat selama handover juga menunjukkan perubahan yang positif ditandai dengan penerapan komponen CARE team protocol yang cukup optimal (Connect 100%; Ask 50%; Respond 60%; Empathise 100%) dan hasil kuesioner menunjukkan skor persepsi perawat terhadap pelaksanaan handover meningkat sebanyak 14,88% (Pre = 375; Post = 431). Rekomendasi: optimalisasi ISBAR dan CARE team protocol dalam handover dapat diterapkan untuk mencapai handover yang efektif.

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Nursing handover is one of the routine activities carried out by nurses. Based on evidence obtained from research, failure in the handover process has the potential to cause patient safety incidents, medication errors, and patient dissatisfaction with nursing services. Objective: This study aims to evaluate the application of the ISBAR method and CARE team protocol in implementing handovers in the inpatient room at Hospital X and evaluation. Method: Author uses a case report method, begins by conducting observations and interviews, applying innovative problem solving using evidence-based practice, and evaluation. Intervention: Implementation with socialization and application of the ISBAR method and CARE team protocol was carried out on 12 nurses and then evaluated its application on 6 nurses. As a result, nurses conveyed information in a more structured manner as evidenced by more optimal application of ISBAR (Identity 100%; Situation 86%; Background 35%; Assessment 35%; Recommendation 100%). Nurses' attitudes during the handover also showed positive changes marked by the implementation of the CARE team protocol components which were quite optimal (Connect 100%; Ask 50%; Respond 60%; Empathise 100%) and the results of the questionnaire showed that the nurse's perception score regarding the implementation of the handover increased by 14.88% (Pre = 375; Post = 431). Recommendation: optimization of ISBAR and CARE team protocol in handover can be applied to achieve effective handover.