

## Analisis Pelaksanaan Conference Terhadap Proses Handover di Ruang Rawat Inap Lantai X = Analysis of the Conference Implementation of the Handover Process in the X Floor Inpatient Room

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### Abstrak

Dalam memberikan pelayanan keperawatan, perawat harus mampu berkomunikasi secara efektif. Komunikasi yang efektif dapat terlihat dari penerapan kegiatan conference yang berhubungan langsung dengan proses handover setiap pergantian shift dilakukan. Conference merupakan kegiatan diskusi yang membahas terkait kegiatan selama shift sebelum melakukan operan shift berikutnya yang dilakukan oleh clinical care manager, head nurse, primary nurse dan associate nurse. Jika pelaksanaan conference tidak dilakukan dengan baik, maka informasi yang didapatkan saat proses handover dapat menjadi tidak efektif. Handover yang efektif akan mendukung kesinambungan pengobatan maupun perawatan pasien. Oleh sebab itu, dibutuhkan adanya komunikasi yang jelas dalam pemberian asuhan keperawatan, serta tim perawat akan sangat terbantu dalam memberikan perawatan yang optimal kepada pasien. Penelitian ini bertujuan untuk menganalisis pelaksanaan conference terhadap proses handover di ruang rawat inap lantai X. Penelitian ini dilakukan sejak tanggal 8 Mei sampai dengan 20 Mei 2024, dengan metode deskriptif. Sampel pada penelitian ini berjumlah 12 orang, menggunakan teknik pengambilan sampel yakni total sampling. Pengumpulan data didapatkan melalui observasi dan wawancara. Setelah data didapatkan, terlihat bahwa perawat di ruangan masih perlu diberikan edukasi terkait pelaksanaan conference agar merasa terbiasa dan mau mampu melakukan conference setiap pergantian shift. Untuk itu diharapkan adanya pelaksanaan workshop MPKP dan roleplay MPKP yang dilakukan di setiap ruangan di rumah sakit, sehingga pelaksanaan kegiatan conference dapat diterapkan sesuai standar dan kebutuhan dari rumah sakit.

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In providing nursing services, nurses must be able to communicate effectively. Effective communication can be seen from the implementation of conference activities which are directly related to the handover process at each shift change. A conference is a discussion activity that discusses activities during a shift before carrying out the next shift carried out by the clinical care manager, head nurse, primary nurse and associate nurse. If the conference is not carried out well, the information obtained during the handover process may become ineffective. Effective handover will support continuity of treatment and patient care. Therefore, clear communication is needed in providing nursing care, and the nursing team will be greatly helped in providing optimal care to patients. This research aims to analyze the implementation of the conference on the handover process in the inpatient room on floor X. This research was conducted from May 8 to May 20 2024, using descriptive methods. The sample in this study consisted of 12 people, using a sampling technique, namely total sampling. Data collection was obtained through observation and interviews. After the data was obtained, it was seen that the nurses in the room still needed to be given education regarding the implementation of conferences so that they felt used to it and were able to conduct conferences every shift change. For this reason, it is hoped that there will be MPKP workshops and MPKP roleplays carried out in every room in the hospital, so that the implementation of conference activities can be implemented according to the standards and needs of the hospital.