

# Evaluasi efektivitas pelatihan komunikasi SBAR terhadap pengetahuan, sikap, dan keterampilan perawat di Rumah Sakit Pelabuhan Palembang tahun 2016 = SBAR communication training effectiveness evaluation of the knowledge, attitudes, and skills of nurses at Pelabuhan Hospital of Palembang 2016

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## Abstrak

Metode komunikasi kolaboratif untuk meningkatkan keselamatan pasien adalah komunikasi SBAR (Situation, Background, Assessment, Recommendation). Penelitian ini bertujuan untuk mengetahui efektivitas pelatihan SBAR terhadap pengetahuan, sikap, dan keterampilan perawat di Rumah Sakit Pelabuhan Palembang tahun 2016. Jenis penelitian quasi eksperimental dengan desain one group pretest-posttest dilanjutkan pendekatan kualitatif (Mixed Research). Hasil penelitian menunjukkan perbedaan bermakna pengetahuan dan keterampilan perawat sebelum dan sesudah pelatihan komunikasi SBAR dan perawat memiliki reaksi baik sesudah pelatihan. Pelatihan komunikasi SBAR efektif meningkatkan pengetahuan dan keterampilan perawat. Saran untuk rumah sakit untuk membentuk unit diklat, membuat post training action plan secara konsisten dan program inhouse training lanjutan.

.....Collaborative communication methods to improve patient safety is communication SBAR (Situation, Background, Assessment, Recommendation). This study aims to determine the effectiveness of training SBAR to knowledge, attitudes, and skills of nurses at Pelabuhan Hospital Palembang in 2016. Type quasi experimental design with one group pretest-posttest followed a qualitative approach (Mixed Research). The results showed significant differences in the knowledge and skills of nurses before and after training SBAR communication and nurses have a good reaction after training. SBAR communication training effectively improve knowledge and skills of nurses. Suggestions for the hospital to restructurisation a unit training, evaluate a post training action plan consistently and advanced in-house training program.