

Analisis pelaksanaan bedside handover di ruang x dalam meningkatkan kepuasan pasien = Analysis of the implementation of bedside handover in room x in increasing patient satisfaction

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Abstrak

Serah terima di samping tempat tidur (bedside handover) merupakan salah satu teknik dalam keperawatan untuk menyampaikan informasi baik dari perawat kepada perawat maupun pasien saat pergantian shift. Pelaksanaan bedside handover dan hubungannya dengan kepuasan pasien perlu menjadi perhatian bagi penyelenggara kesehatan. Laporan kasus ini menjelaskan mengenai pelaksanaan bedside handover dan kepuasan pasien di lingkungan kerja. Penilaian bedside handover dilakukan dengan observasi partisipatif pada 27 bedside handover kepada 10 pasien, wawancara pada 3 perawat dan 6 pasien, dan survey dengan menggunakan kuesioner pelaksanaan bedside handover yang dibagikan kepada 6 pasien dan 12 perawat di ruang rawat X. Hasil observasi partisipatif menunjukkan bahwa perawat melakukan bedside handover setiap pergantian shift, tetapi belum semua menerapkan sesuai SPO bedside handover. Hasil wawancara didapatkan bahwa beberapa perawat memiliki beban kerja yang padat sehingga waktu pelaksanaan bedside handover kurang maksimal. Hasil analisis deskriptif dari kuesioner didapatkan bahwa terdapat beberapa perawat yang belum mengetahui prosedur SPO bedside handover serta mengaku belum pernah mendapat sosialisasi. Selain itu, tindakan yang paling jarang dilakukan yaitu pray and spiritual support; personal diet; personal and environmental hygiene. Setelah dilakukan sosialisasi keseluruhan tindakan mengalami persentase yang meningkat. Diperlukan sosialisasi dan evaluasi secara berkala mengenai SPO bedside handover agar kepuasan pasien dan kualitas pelayanan keperawatan lebih baik. Selain itu, direkomendasikan agar pelaksanaan bedside handover sesuai SPO dilakukan tanpa menambah waktu pelaksanaannya.

..... Bedside handover is a technique in nursing to convey information from both nurses to nurses and patients during shift changes. The implementation of bedside handover and its relationship with patient satisfaction needs to be a concern for health providers. This case report explains the implementation of bedside handover and patient satisfaction in the work environment. The assessment of bedside handover was carried out by participatory observation on 27 bedside handovers to 10 patients, interviews with 3 nurses and 6 patients, and a survey using a bedside handover implementation questionnaire which was distributed to 6 patients and 12 nurses in ward carry out bedside handovers every shift change, but not all of them implement bedside handover SOPs. The results of interviews showed that several nurses had a heavy workload so that the time for carrying out bedside handovers was less than optimal. The results of the descriptive analysis of the questionnaire showed that there were several nurses who did not know the SPO bedside handover procedure and admitted that they had never received socialization. Apart from that, the actions that are most rarely carried out are prayer and spiritual support; personal diet; personal and environmental hygiene. After the socialization was carried out, the overall percentage increased. Regular socialization and evaluation regarding bedside handover SOPs is needed so that patient satisfaction and the quality of nursing services are better. Apart from that, it is recommended that the bedside handover be carried out according to the SPO without increasing the implementation time.