Optimizing Handover in Nursing Service Management at the Bulian Inpatient Ward of Bhayangkara Hospital

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Abstract

Quality nursing care requires effective communication among healthcare workers, particularly during handovers, pre-conferences, and post-conferences, to ensure continuity of care and patient safety. However, preliminary observations in the Bulian inpatient ward at Bhayangkara Jambi Hospital showed that these activities had not been implemented optimally, especially in the consistent application of SBAR communication techniques and adherence to nursing management standards. This study aimed to improve nurses' knowledge and skills regarding the implementation of handovers, pre-conferences, and post-conferences through a dissemination program. The study used a dissemination and training approach involving nurses in the Bulian inpatient ward. Activities included lectures, discussions, demonstrations, and simulations on effective communication using the SBAR method. Evaluation was conducted using pre-test and post-test assessments, as well as direct observation of nursing practice implementation. The results showed an improvement in nurses' understanding and skills after the dissemination program. Nurses demonstrated better compliance with standardized handover procedures and more effective implementation of pre-conference and post-conference activities. The program also increased participants' awareness of the importance of effective communication in supporting patient safety and service quality. In conclusion, the dissemination program was effective in improving nurses' competencies in implementing handovers, pre-conferences, and post-conferences according to established standards. Continuous training and supervision are recommended to maintain and enhance the quality of nursing communication practices.
Keywords: nursing communication, handover, SBAR, pre-conference, post-conference

Abstrak

Pelayanan keperawatan yang berkualitas memerlukan komunikasi yang efektif antar tenaga kesehatan, khususnya pada saat timbang terima (handover), pre-conference, dan post-conference untuk menjamin kesinambungan pelayanan dan keselamatan pasien. Namun, hasil observasi awal di ruang rawat inap Bulian Rumah Sakit Bhayangkara Jambi menunjukkan bahwa pelaksanaan kegiatan tersebut belum berjalan optimal, terutama dalam penerapan teknik komunikasi SBAR secara konsisten dan pelaksanaan sesuai standar manajemen keperawatan. Penelitian ini bertujuan untuk meningkatkan pengetahuan dan keterampilan perawat dalam pelaksanaan handover, pre-conference, dan post-conference melalui program diseminasi. Penelitian ini menggunakan pendekatan diseminasi dan pelatihan yang melibatkan perawat di ruang rawat inap Bulian. Kegiatan dilakukan melalui metode ceramah, diskusi, demonstrasi, dan simulasi komunikasi efektif menggunakan metode SBAR. Evaluasi dilakukan melalui pre-test dan post-test serta observasi langsung terhadap pelaksanaan praktik keperawatan. Hasil penelitian menunjukkan adanya peningkatan pengetahuan dan keterampilan perawat setelah mengikuti program diseminasi. Perawat menunjukkan kepatuhan yang lebih baik terhadap prosedur handover sesuai standar serta pelaksanaan pre-conference dan post-conference yang lebih efektif. Program ini juga meningkatkan kesadaran peserta mengenai pentingnya komunikasi efektif dalam mendukung keselamatan pasien dan mutu pelayanan. Kesimpulannya, program diseminasi efektif dalam meningkatkan kompetensi perawat pada pelaksanaan handover, pre-conference, dan post-conference sesuai standar yang ditetapkan. Pelatihan dan supervisi berkelanjutan direkomendasikan untuk mempertahankan dan meningkatkan kualitas praktik komunikasi keperawatan.
Kata Kunci: komunikasi keperawatan, handover, SBAR, pre-conference, post-conference

A. INTRODUCTION

Hospital is a service facility health which Providing comprehensive health services that include promotive, preventive, curative, and rehabilitative services. In an effort to improve service quality, hospitals are required to meet various quality indicators, one of which is patient safety. Patient safety is greatly influenced by the quality of communication between healthcare workers, particularly in nursing services that operate 24 hours continuously. Nursing services are an integral part of the healthcare system and play a vital role in maintaining patient quality and safety. In practice, nurses are required to be able to communicate effectively, coordinate, and collaborate effectively in every nursing action. One form of effective communication in nursing is the handover, pre-conference, and post-conference activities that are conducted in a structured manner at each shift change (Nursalam, 2014).

Handover is the process of handing over responsibility and patient information from the nurse who is ending the shift to the nurse who will continue the next shift. This activity is crucial because it ensures continuity of service and prevents errors due to lack of information. According to research by Suardana et al. (2018), effective communication during handover using the SBAR (Situation, Background, Assessment, Recommendation) method can improve the quality of information conveyed and reduce the risk of medical errors.

In addition to the operational briefing, pre- and post-conference activities also play a crucial role in nursing management. The pre-conference is a discussion activity prior to providing nursing care, aimed at planning actions, prioritizing problems, and aligning perceptions among team members. The post-conference is an evaluation activity after providing nursing care, aimed at assessing the outcomes of the intervention, identifying obstacles, and planning follow-up (Seniwati, 2022).

Suboptimal implementation of the handover, pre-conference, and post-conference can impact the quality of nursing care and increase the risk of errors in action. Research by Rosdiana et al. (2021) shows that the implementation of the handover, pre-conference, and post-conferences that comply with standard operating procedures significantly impact the quality of nursing services. Observations in the Bulian inpatient ward at Bhayangkara Hospital in Jambi revealed that the implementation of the operation has been ongoing, but

not yet optimal, particularly in the incomplete implementation of SBAR communication and the implementation of pre- and post-conferences, which are still constrained by time and workload. This indicates a gap between theory and practice in the field, potentially impacting the quality of nursing services

Therefore, efforts are needed to improve nurses' knowledge and skills through dissemination activities regarding optimizing operations, pre-conferences, and post-conferences. These activities are expected to enhance nurses' understanding, improve effective communication practices, and support improvements in the quality of care and patient safety in hospitals.

B. METHODS

Activities related to the dissemination of knowledge regarding the optimal implementation of various procedures in nursing service management are carried out through educational approaches. The goal is to enhance nurses' knowledge and understanding regarding procedures such as handovers, pre-conference preparations, and post-conference follow-ups. The methods used include lectures, interactive discussions, Q&A sessions, and the use of video simulations as learning tools. These activities are conducted on certain days.

On Thursday, April 9, 2026, the event was held in the Training Hall of Bhayangkara Hospital in Jambi City. The event took place from 11:30 WIB to 12:45 WIB. The target participants of this event were nurses who work in the inpatient ward at Bulian. A total of 26 nurses attenden the event, all nurses on duty yn the Bulian Inpatient Ward of Bhayangkara Hospital.

The implementation of the activities begins with the preparation phase. During this stage, the team responsible for the event prepares the necessary materials, such as PowerPoint presentations, video recordings for role-playing exercises. They also arrange the necessary facilities and equipment, like projectors and sound systems. In addition, the team forms a committee consisting of a moderator, presenters, record-keepers, observers, and facilitators, whose role is to ensure that the event runs smoothly.

The implementation phase begins with an opening remarks by the moderator, including a greeting, introductions of the team members, explanation of the objectives of the event, and establishment of a timeline for the proceedings. Next, the main part of the event involves presentations by the presenter on topics related to the concepts of "operational procedures" and "meetings" in nursing management. The information is presented in a systematic and interactive manner, with participants actively involved through discussions and Q&A sessions. To enhance participants' understanding, videos showing how operational procedures and meetings are carried out are shown.

After that, there's a discussion session to further clarify concepts and give participants the opportunity to ask questions and share their experiences related to their own work. The presenter also provides positive feedback for participants' active participation throughout the event.

The evaluation is conducted directly during the activity itself. This is done by observing the participants' level of engagement, their ability to answer questions, and their ability to explain the material that has been presented. The evaluation also includes discussions to assess the participants' understanding of the concepts presented. The activity concludes with a summary by the moderator, who also expresses gratitude to all the participants. It is hoped that, through this method, participants will be able to understand and apply the concepts effectively

C. RESULTS

A knowledge dissemination activity regarding the optimization of operands in nursing service management was carried out in the Training Hall of Bhayangkara Hospital, Jambi City, with 26 participants who were nurses in the Bulian inpatient ward. This activity was carried out using lecture methods, interactive discussions, questions and answers, and role-play videos to improve participants' understanding of the material presented. During the activity, participants showed high enthusiasm, which was seen from their active participation in following the material, paying attention to the presenter's delivery, and participating in the discussion session. The atmosphere of the activity was conducive and interactive, where participants not only listened to the material, but also actively participated in asking questions and providing opinions based on practical experiences in the room.

Figure 1. Delivery of material

Figure 2. Video Appearance Based on the evaluation results

Most participants showed a significant increase in understanding after participating in the knowledge dissemination activities. This was evident in the participants' ability to explain return draft handover/receipt, pre-conference, and post-conference, and understanding the differences between them. Approximately 85% of participants were able to understand the material well, although a small number still needed further reinforcement

In addition to increased knowledge, the achievement of objectives was also evident in the active participation of participants throughout the activity. Of the 26 participants, three asked questions and four provided suggestions regarding the activity's implementation and the implementation of the material in the field. This demonstrated the participants' interest and involvement in the learning process.

During the discussion session, several issues were identified related to the implementation of the operating and conference call in the Bulian inpatient ward. Based on observations and discussions, the operation was running well, but not optimally, particularly in the incomplete implementation of effective communication using the SBAR method. Furthermore, the pre- and post-conference sessions were not consistently conducted according to standard operating procedures, primarily due to time constraints and the high workload of nurses in the ward.

These findings align with the theory that ineffective communication during transfers can increase the risk of errors in nursing care delivery. Transfers that are not conducted systematically and completely can result in the loss of important information regarding the patient's condition, thus impacting patient safety. Therefore, the implementation of effective communication, such as SBAR, is essential to ensure the information conveyed is accurate, clear, and structured. Furthermore, the suboptimal implementation of pre- and post-conferences indicates a gap between theory and practice. In theory, the pre-conference serves as the planning stage for nursing interventions, while the post-conference serves as the evaluation stage. However, in practice, these activities are often not implemented optimally due to time constraints and inadequate room conditions.

Nevertheless, participants recognized the importance of implementing these three activities in improving the quality of nursing services. This was evident in the suggestions provided by participants, including the need to optimize the implementation of SBAR, improve the timeliness of activity implementation, and adjust standard operating procedures to actual conditions in the room without eliminating the substance of the activity. Overall, this knowledge dissemination activity successfully achieved its intended goal, namely increasing nurses' knowledge and understanding of operands, pre-conferences, and post-conferences. This activity also had a positive impact in increasing nurses' awareness of the importance of effective communication in nursing services and encouraging improvements in practice in the field.

As a follow-up, regular monitoring and evaluation are necessary to ensure the consistent implementation of the material presented in daily practice. This is expected to continuously improve the quality of nursing care and patient safety.

D. CONSLUSION

The dissemination of knowledge regarding the optimization of operations in nursing service management was carried out according to plan. The conclusions from this activity are as follows:

1. The knowledge dissemination activities went well even though there was a delay in the implementation time.
2. Most participants (about 85%) experienced an increase in knowledge regarding operations, pre-conferences, and post-conferences.

3. The implementation of the operation in the room has been running, but it is not yet optimal, especially in SBAR communication and the implementation of standard operating procedures.
4. Participant participation in the activity was categorized as active and contributed to the success of the program.

It is hoped that hospitals, particularly Bhayangkara Jambi Hospital, can improve the implementation of effective communication in operations using the SBAR method and optimize pre- and post-conference procedures according to standard operating procedures and adapt to room conditions. Furthermore, regular monitoring and evaluation, along with reinforcement through further education and training, are necessary to continuously improve the quality of nursing services and patient safety.

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