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**The implementation of SBAR communication method for patient safety:
A literature review**

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Abstract

Background: Effective communication is one of the important factors in improving patient safety in hospitals. The SBAR (Situation, Background, Assessment, Recommendation) communication method has been recommended by the World Health Organization (WHO) as a tool to convey clear and structured clinical information among health workers.

Purpose: To determine the effectiveness, impact, and challenges of implementing SBAR communication in the implementation of patient safety.

Method: A literature review design. The databases used include Google Scholar, Science Direct, Pubmed, and Semantic Scholar. English keywords employed are "patient safety", "SBAR", and "Communication". Articles were included if they involved nurses in hospitals or health profession students, with no limit on sample size, and encompassed experimental, quantitative, and qualitative research. Only full-text articles in Indonesian or English published in the last 5 years (2019-2023) were considered. Article selection followed PRISMA guidelines.

Results: Based on the search results, 18 articles met the inclusion criteria. The analysis identified three main topics: the effectiveness of SBAR training and education in enhancing communication skills and patient safety among nurses, and strategies to boost adherence and consistency in SBAR implementation. Overall, the use of SBAR communication has been shown to enhance communication, decrease errors, increase job satisfaction, and strengthen the safety culture among healthcare workers.

Conclusion: The use of SBAR communication has demonstrated significant effectiveness and impact on patient safety in hospitals. However, to maximize the benefits of SBAR, it is crucial to provide consistent support, standardized training, and continuous evaluation to ensure its successful implementation in the healthcare setting.

Keywords: Nurses; Patient Safety; SBAR Communication.

INTRODUCTION

Effective communication is crucial for the implementation of patient safety in hospitals. The Situation, Background, Analysis, and Recommendation (SBAR) communication method has been widely used. SBAR communication has been found effective in improving communication during handoffs and enhancing safety practices in healthcare services (Krisnawati, Yanti, & Rahajeng, 2023). SBAR helps in organizing clinical information

clearly, completely, well-directed, and concisely during the handoff process (Mulfiyanti & Satriana, 2022). The use of SBAR communication can reduce errors in communication between healthcare providers and patients, prevent adverse events, improve service quality, increase patient satisfaction, and enhance the quality of nursing care (Fajriyah, Wijaya, Mamesah, & Marga, 2023). Nurses' knowledge of SBAR communication is crucial for its

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successful implementation in improving patient safety (Lestari & Erianti 2023).

To ensure patient safety, effective communication among healthcare professionals is essential. The SBAR communication technique has been extensively studied and implemented to improve patient safety through effective communication. Research has shown that the application of SBAR can improve communication between nurses and doctors, increase job satisfaction among nurses, and reduce errors in patient care (Astuti & Ilmi, 2019; Dalky, Al-Jaradeen & AbuAIRrub, 2020; Mardiana, Kristina, & Sulisno, 2019). Additionally, SBAR has proven to be a valuable tool in various clinical settings, such as nursing homes and intensive care units, leading to improved handoff quality and reduced disruptions during communication (Kay, Unroe, Lieb, Kaehr, Blackburn, Stump, & Carnahan, 2023). The use of SBAR has been associated with positive outcomes, including an improved safety culture, enhanced teamwork, and standardized communication for critical patient information (Lo, Rotteau, & Shojanian, 2021; Park, Lee, Choi, & Chang, 2021). SBAR has also been recognized as a safe communication method for problem-solving among various health disciplines (Sembiring, Nasution, & Girsang, 2022). The implementation of SBAR has been linked to reduced medication errors and improved patient safety in hospitals (Pramesona, Sukohar, & Suharmanto, 2022; Pranata, Qibtiyah, & Fatiha, 2022).

However, challenges in SBAR implementation have been identified, including the need for consistent encouragement and support from hospital policies to ensure its effective use by healthcare professionals (Mulfiyanti et al., 2022). Additionally,

the quality of SBAR components, such as background, assessment, and recommendation, can vary, highlighting the importance of standardized training and education in effectively using the SBAR technique (Scolari, Soncini, Ramelet, & Schneider, 2022). The application of the SBAR communication technique has shown significant potential in improving patient safety by enhancing communication, reducing errors, and increasing job satisfaction among healthcare professionals. However, to fully realize the benefits of SBAR, consistent support, standardized training, and ongoing evaluation are essential to ensure its effective application in the healthcare environment. Overall, the implementation of SBAR communication has proven effective and influential in patient safety efforts in hospitals.

RESEARCH METHOD

A literature review design and databases used for literature sources include Google Scholar, Science Direct, Pubmed, and Semantic Scholar. The keywords used in English are "patient safety", "SBAR", and "Communication". The inclusion criteria for the articles are that the samples consist of nurses in hospitals or health profession students, with no limitation on the number of samples. The study includes experimental research designs, quantitative research, and qualitative research, with full texts available in Indonesian or English, published in the last 5 years (2019-2023). The articles were selected according to PRISMA guidelines. After searching the databases, a total of 37,536 articles were found. The researcher first removed 37,434 duplicate articles. The second stage of selection, based on titles and abstracts, resulted in 18 articles being included in the review.

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RESEARCH RESULTS

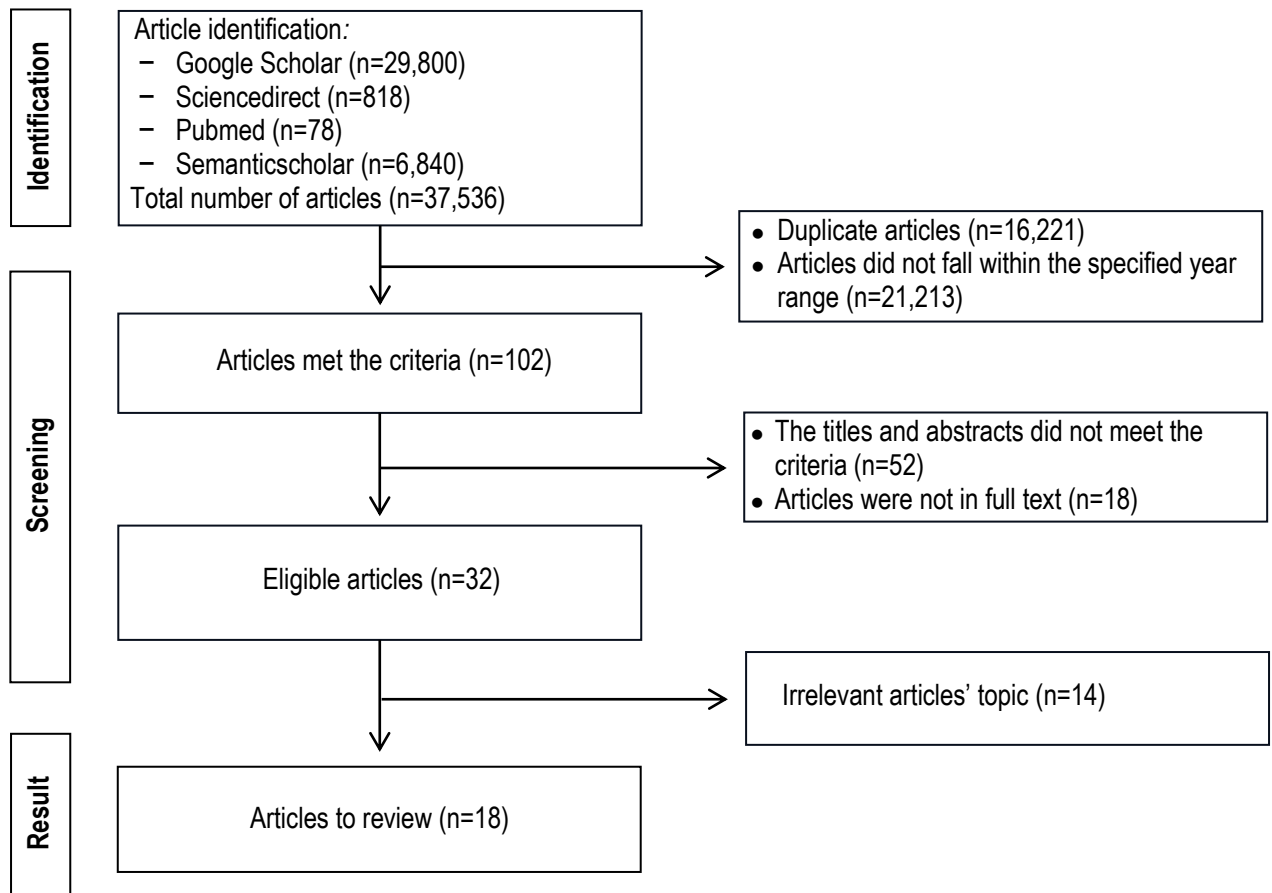


Figure PRISMA Flow Diagram

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Table Summary of The Articles' Review

(Author, Year) (Country)	Purpose	Method	Results
(Sembiring <i>et al.</i> , 2022) (Indonesia)	To determine the effect of SBAR communication on the attitudes of nurses in improving patient safety.	A quasi-experimental research with a pretest-posttest design and a control group. The results of the study were tested using a paired-sample t-test. Data were collected using an observation checklist to assess nurses' SBAR communication skills and a questionnaire to assess their attitudes and behaviors. The population consisted of 215 nurses at KRMT Wongsonegoro Hospital Semarang, with a sample of 48 nurses selected using purposive sampling. They were divided into an intervention group (24 nurses) and a control group (24 nurses).	There was a significant difference in nurses' attitudes after being given SBAR communication training in the intervention group, while the control group did not show a significant difference. This suggests that the SBAR communication material had an effect (p-value $0.01 < 0.05$) on nurses' attitudes towards improving patient safety.
(Faridah, 2020) (Indonesia)	To determine the effect of SBAR communication on nurses' attitudes and behavior in improving patient safety.	A quasi-experimental research method with a pretest-posttest design and a control group. The population comprised all nurses in the class 3 inpatient wards at RAA Soewondo Hospital Pati, totaling 48 nurses. The total sampling technique was utilized, with the sample size equal to the population size. The sample was divided into an intervention group (24 nurses) and a control group (24 nurses).	There is a significant difference between the attitudes and behaviors of nurses before and after being given SBAR communication training in the intervention group, with a p-value < 0.05 . The average values of attitudes and behaviors of nurses in the intervention group increased from 18.16 to 29.12 for attitudes, and from 18.41 to 27.91 for behaviors. Meanwhile, in the control group, there was no significant difference between the attitudes and behaviors of nurses before and after the study, with a p-value > 0.05 .
(Dewi, Rezkiki & Lazdia, 2019) (Indonesia)	To explore the perception of nurses in the implementation of the	Qualitative research using a phenomenological approach. The population consists of nurses, head nurses, and nursing department heads at one of the	This study identified five themes: differences in perception, optimal socialization, suboptimal motivation, the positive impact of SBAR implementation, and the risk of SBAR not

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	handover to the SBAR communication	hospitals in Bukittinggi city. The sample includes 11 individuals selected using purposive sampling technique.	being implemented during handover. The research also indicates that SBAR communication during handover is still not routine and compliant with SOPs, and is influenced by both internal and external factors affecting nurses.
(Fahajan, Albelbeisi, Shnena, Emad, Kweik, Kakemam & Albelbeisi, 2023) (Palestine)	To determine the effect of ISBAR communication on nurses' perception of communication and attitudes toward patient safety in the Emirates Maternity Hospital in the Gaza Strip, Palestine	A hospital intervention design with a single group (pre and posttest), focusing on ISBAR (Identify, Situation, Background, Assessment, and Recommendation) communication training in clinical handover between nurses and doctors. The study population involved all nurses and midwives at the Emirates Maternity Hospital in Gaza Strip, Palestine, with a sample size of 51 nurses and midwives selected via census sampling.	Nurses' perceptions of communication between nurses and between nurses and doctors significantly and positively improved after implementing ISBAR. Additionally, nurses' attitudes toward patient safety also significantly and positively improved in aspects such as teamwork climate, safety climate, job satisfaction, working conditions, stress recognition, and management perception..
(Hawley, Holst, Bredlow & Nichols, 2023) (USA)	To determine an organization priority: patient safety and staff satisfaction	A qualitative approach involving surveys, interviews, and observations. Researchers employed the predictive data analysis model by Nelson <i>et al.</i> (2021). The population consisted of patients requiring supervision by Patient Safety Attendants (PSAs) at a level III trauma hospital in the USA. The sample included 100 handover forms completed by PSAs and 8 PSAs who responded to post-implementation surveys.	PSA handover forms can enhance communication, safety, and staff satisfaction. Data analysis from the handover forms also produced a structural model that can guide resource allocation and identify high-risk areas. Most PSAs reported receiving adequate patient information during handover using the new forms. Some PSAs also stated a preference for receiving handover from other PSAs rather than from nurses. PSA handover forms can be a useful tool to improve communication in other healthcare facilities. To ensure the success of process changes, input from directly involved colleagues is crucial. Nurse residency programs can also serve as a means to develop quality improvement efforts to enhance patient safety and staff satisfaction.

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(Etemadifar, Sedighi, Sedehi & Masoudi, 2021) (Iran)	To investigate the effect of a SBAR-based training program on patient safety culture in intensive care unit (ICU) nurses.	A quasi-experimental design with pretest-posttest and control group. Data were collected through a Patient Safety Culture (PSC) questionnaire consisting of 12 dimensions and 42 items. The study population involved intensive care unit (ICU) nurses from two educational hospitals in Iran. The sample consisted of 60 ICU nurses randomly selected and divided into an intervention group (30 nurses) and a control group (30 nurses).	There is a significant difference between the average PSC scores of the intervention group and the control group after the intervention ($P < 0.001$). The average PSC score of the intervention group increased from 2.77 ± 0.32 to 3.48 ± 0.28 , while the average PSC score of the control group decreased from 2.79 ± 0.29 to 2.61 ± 0.31 . Additionally, there is a significant difference between the average PSC scores of the intervention group and the control group in all dimensions except for the manager/supervisor expectations dimension ($P = 0.06$).
(Sinaga <i>et al.</i> , 2020) (Indonesia)	To analyze the patient safety management in the in-patient room at Deli Hospital, Medan, North Sumatera.	A qualitative method with a phenomenological approach. Data were collected through in-depth interviews and observations, then analyzed using data reduction, data display, and conclusion drawing techniques. The study population involved the entire Quality Improvement and Patient Safety (QPS) team at Deli Hospital, Medan. The sample consisted of three informants: the head of QPS, members of the patient safety team, and members of the nursing committee at Deli Hospital, Medan.	Patient safety management in the inpatient wards at Deli Hospital, Medan, has not been optimal. This is influenced by organizational factors, work environment, team dynamics, individual factors, and external environment. Some efforts made to improve patient safety management include implementing Standard Operating Procedures (SOPs), SBAR communication, and sanctions.
(Toren, Lipschuetz, Lehmann, Regev & Arad, 2022) (Israel)	To present implementation process and participants' satisfaction of a national project that used a standardized tool for team communication.	Combining qualitative and quantitative methods to implement and evaluate a quality improvement project using the structured communication tool ISBAR for patient transfers between ICU and general wards in public hospitals in Israel. The project lasted for 15 months with planning, implementation, and	There was a significant improvement in participant satisfaction scores in all measured aspects after project implementation. Participants reported a significant reduction in information deficits during handoff, decreased need to enhance information flow, reduced frequency of communication errors, increased use of standardized

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(Author, Year) (Country)	Purpose	Method	Results
(Adam, Ali, Koko, Ibrahim, Omar, Mahmoud, & Ali, 2022) (Sudan)	To audit the use of Situation, Background, Assessment, and Recommendation (SBAR)-based handoff communication tool in the handoff process.	A prospective audit method aimed at evaluating and improving handoff practices by integrating SBAR forms into physician practices. The population included all physician-patient handoff communications in the pediatric inpatient setting requiring close monitoring during the study period. The sample consisted of 28 patients with 52 handoff processes occurring between different units over one month (two weeks per cycle).	communication formats during patient transfers, and improved satisfaction with information flow between departments. These findings are consistent with reports from hospital leaders and indicate that the process can contribute to improving patient safety. Nurses reported higher satisfaction than doctors in nearly all parameters studied. Three out of four variables related to the SBAR process predicted satisfaction with the process. Being a nurse also predicted satisfaction with information flow with an estimated score of 2.4 points. The model's total C value presented was 0.87. There is a significant improvement in patient information documentation during the handoff process after the intervention. Compliance percentages with each component of the SBAR form increased significantly, with the largest increases observed in the "Situation" and "Background" components. Additionally, the majority of physicians reported that the SBAR form was beneficial for patient safety, doctor communication, and accountability. Overall, the results of the second cycle showed that introducing training sessions had a positive impact on the use of the SBAR form and compliance in completing it, aiding doctors in capturing all relevant patient care information. Furthermore, doctors showed positive responses regarding the use of the SBAR form.

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(Author, Year) (Country)	Purpose	Method	Results
(Anggreini, Kirana, Yousriatin, & Safitri, 2023) (Indonesia)	To identify the relationship between the implementation of SBAR (situation, background, assessment, recommendation) among nurses and patient safety in Pontianak City.	An analytical observational study with a cross-sectional approach. The measurement tool is a questionnaire on respondent demographics, SBAR implementation, and patient safety. Data analysis uses the chi-square test. The population consists of nurses working at Pontianak City Hospital, totaling 1987 nurses. The sample includes 105 nurses selected through stratified proportional random sampling, with criteria including all nurses with at least a Diploma III in nursing education who are not on leave or continuing their education.	The implementation of SBAR among nurses is associated with patient safety at Pontianak City Hospital. SBAR communication is one strategy that can be used to improve nurse communication so they can communicate easily and focus on patient conditions.
(Chiew, Bakar, Ramakrishnan, Cheng, Karunagaran & Bunyaman, 2019). (Malaysia)	To determine nurse's perception and compliance on ISBAR tool for handoff communication in tertiary hospital, Dammam.	A quantitative method with a descriptive cross-sectional design. The research instrument is a questionnaire consisting of 10 questions about perceptions and 8 questions about compliance with the ISBAR tool. The population is oncology nurses at a tertiary hospital in Dammam, Saudi Arabia. The research sample consists of 70 oncology nurses selected purposively.	The ISBAR handoff communication tool plays a crucial role in achieving patient care continuity. Nurses' perceptions and adherence to the ISBAR tool are significantly correlated. While positive outcomes have been observed, it is essential to maintain adequate and regular training programs to ensure that all nurses are competent in using ISBAR. Although there is yet to be in-depth research on this relationship, further studies are warranted to evaluate nurses' perceptions and adherence to ISBAR and whether it impacts patient safety.
(Badrujamaludin, Supriadi, Yesayas, Rudhiati, Fitriani, Kumala & Wahyuna, 2021) (Indonesia)	To find out the importance of effective communication between nurses and doctors, which has not been consistently	A quasi-experimental pre and post method employing observational study. The statistical test used was the non-parametric Wilcoxon test. The A population consisted of nurses serving as nurse in charge in the West and East Ruby rooms at SHBC (Santosa	There is an influence of SISBAR communication on effective communication between nurses and doctors during consultation or handover. Effective communication is a crucial element in patient safety goals, as poor communication can lead to errors or serious patient

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	implemented in the SBAR communication, a SISBAR (Salam, Introduction, Situation, Background, Assessment, and Recommendation) training session was held.	Hospital Bandung Central). The sample for this study comprised 20 nurses selected through purposive sampling.	outcomes. SISBAR communication is more effective than SBAR communication, as it incorporates greetings and introductions appropriate to Indonesian culture. SISBAR communication can enhance nurses' confidence, critical thinking, and the quality of information when communicating with doctors. This can have a positive impact on patient safety in hospitals.
Abbaszade, Assarroudi, A., Armat, M. R., Stewart, J. J., Rakhshani, M. H., Sefidi, N., & Sahebkar, M. (2021) (Iran)	To evaluate the impact of bedside handoff using the Situation, Background, Assessment, Recommendation (SBAR) technique, on the quality of nursing care.	Quasi-experimental research with a pretest-posttest design without a control group. The Quality Patient Care Scale (QUALPACS) was used to measure the quality of nursing care before and after the implementation of the SBAR (Situation, Background, Assessment, Recommendation) handoff technique. The study population consisted of all patients admitted to the Coronary Care Unit (CCU) in two general hospitals in Bojnurd, Iran, from September 23, 2018, to February 1, 2019. The research sample consisted of 144 patients randomly selected who met the inclusion and exclusion criteria.	The use of the SBAR handoff technique can improve the quality of nursing care offer a profound perspective on patient safety. In this regard, SBAR is not only seen as a communication tool but also as a standard model for nursing care handoffs.

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(Author, Year) (Country)	Purpose	Method	Results
(Chen, Chen, & Jong, 2022) (China)	To evaluate the impact of implementing SBAR on nurse–physician communication and on the safety and satisfaction of patients undergoing cataract surgery.	A cross-sectional design by providing SBAR technique training to nurses and doctors over 2 years. SBAR, consisting of four elements: Situation, Background, Assessment, and Recommendation, is used to effectively convey patient condition information between nurses and doctors. The study population includes nurses, doctors, and patients undergoing cataract surgery in the Department of Ophthalmology at Zhongshan Hospital, Xiamen, China. The sample consists of 10 nurses and 6 doctors who completed a communication satisfaction questionnaire before and after SBAR training, as well as 1215 patients who completed a patient satisfaction questionnaire before and after SBAR implementation.	The SBAR technique is a potential tool to improve communication between nurses and doctors and to enhance patient safety and satisfaction among cataract surgery patients.
(Schmidt, Kocher, Mahendran & Denecke, 2019) (Switzerland)	Presenting a mobile application that implements the ISBAR communication standard for the intensive care unit (ICU)	Process and needs analysis methods, concept development and prototyping, as well as testing and evaluation. The population consists of intensive care unit (ICU) nurses at the Biel Hospital Center, Switzerland. The sample for the study has not yet been determined as the research is still in the prototype development stage.	Proposing the concept and prototype of a mobile application that implements the ISBAR communication standard to support nurses in preparing and delivering structured information during shift changes and daily meetings. This application serves as a digital pocket card aimed at improving efficiency and reducing communication errors. The concept of the mobile application has the potential to enhance patient safety by improving structured and efficient communication among healthcare teams.

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(Author, Year) (Country)	Purpose	Method	Results
(Haddeland, Marthinsen, Söderhamn, Flateland & Moi, 2022). (Norway)	To explore how critical care nurses and anaesthesiologists experience using the ISBAR tool in clinical practice.	A qualitative design with three focus groups. Data were collected through semi-structured interviews and analyzed thematically based on Braun and Clarke (2006). The population consisted of critical care nurses and anesthesiologists working in intensive care units (ICUs) at two hospitals in Norway. The sample included 17 participants selected through convenience sampling and divided into three interprofessional teams.	The use of the ISBAR tool enhances predictability and safety in patient care, especially for critical care nurses and anesthesiologists. The results indicate that awareness of communication and professional roles has increased, thereby enhancing interprofessional collaboration. The study also identified appropriate situations for using the ISBAR tool in clinical practice. Although some anesthesiologists might be less interested, the importance of adapting the ISBAR tool to each situation was explained. Recommendations for the further use of the ISBAR tool emphasize its urgency and necessity in clinical practice to improve patient safety.
(Wahyuni, Setiadi & Palutturi, 2020) (Indonesia)	To find out the relation between the SBAR communication methods with the patients' safety culture application.	Quantitative with a cross-sectional design. Data were collected using a questionnaire consisting of two parts: the first part about respondent characteristics and the second part about the implementation of the SBAR communication method and patient safety culture. The population included all nurses at RSUD A.W. Sjahrani Samarinda, totaling 1,200 people. The sample was 97 nurses selected using stratified random sampling.	There is a significant relationship between the implementation of the SBAR communication method and the patient safety culture. The correlation coefficient value (r) is 0.512 and the p -value is 0.000. This means that the better the implementation of the SBAR communication method, the better the patient safety culture.
(Lestari <i>et al.</i> , 2023) (Indonesia)	To evaluate nurses' knowledge on SBAR communication at Riau University Hospital in 2020.	A descriptive analysis with a cross-sectional design. The population consisted of all nurses working at the University of Riau Hospital. The sample comprised 34 nurses selected using total sampling technique, with a questionnaire as the data collection instrument.	Indicating the need for an evaluation of nurses' knowledge management regarding SBAR communication. Therefore, nurses are expected to reassess the utilization of SBAR communication to improve patient safety.

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DISCUSSION

The analysis of 18 articles related to "patient safety," "SBAR," and "Communication" shows that there are two major topics in the analyzed articles: the effectiveness of SBAR training and education in improving communication competence and patient safety among nurses, and strategies to enhance compliance and consistency in the implementation of SBAR.

The effectiveness of SBAR training and education

To assess the effectiveness of SBAR training and education in enhancing nurse communication competency and patient safety, it is important to consider existing literature on this topic. Several relevant references provide insights into the impact of SBAR training and education on communication competency and patient safety among nurses. SBAR communication effectively enhances socialization, motivation, mentoring, supervision, and the development of continuing education (Anggraini, Novieastari, & Nuraini, 2020). These findings support the idea that SBAR training and education can significantly contribute to improving nurse communication competency and patient safety.

Furthermore, there are differences in understanding effective SBAR communication among nurses with varying educational backgrounds (Saragih & Novieastari, 2022). This research shows an improvement in the quality of documentation and SBAR communication during handovers among highly educated nurses. This indicates that SBAR training and education may have different impacts based on nurses' educational qualifications, which is crucial to consider when implementing such programs.

It is recommended for hospitals to provide patient safety training to improve nurses' attitudes and awareness of potential patient incidents, underscoring the importance of ongoing patient safety education and training for nurses (Hernawati, Zulfendri, & Nasution, 2021). This highlights the necessity of continuous education and training programs, including SBAR training, to enhance nurses' competency in ensuring patient safety. SBAR communication training program was conducted for handovers between nurses and doctors, indicating

the active involvement of educational institutions and healthcare facilities in providing SBAR training and education to improve communication and patient safety (Badrujamaludin et al., 2021).

The literature supports the effectiveness of SBAR training and education in enhancing nurse communication competency and patient safety. These studies emphasize the need for continuous education, differential impacts based on educational qualifications, and active involvement of educational institutions and healthcare facilities in providing SBAR training and education.

SBAR communication training and education have been proven effective in improving nurse communication competency and patient safety. Several quasi-experimental studies show that SBAR training programs can enhance nurses' attitudes and behaviors toward patient safety (Faridah, 2020; Sembiring et al., 2022). This improvement in communication competency positively impacts the enhancement of patient safety culture in nurses' work environments (Etemadifar et al., 2021). However, further studies are needed on the long-term effectiveness and impact of SBAR education on clinical performance and nurse patient safety. Overall, SBAR-based training and simulation are potential methods for honing communication skills so that nurses can effectively, accurately, and structurally exchange important patient-related information to improve healthcare service quality (Schmidt et al., 2019).

The implementation of SBAR in some hospitals remains inconsistent and not in accordance with established SOPs (Dewi et al., 2019; Sinaga et al., 2020). This is influenced by internal factors such as differences in nurses' perceptions and motivation, and external factors such as the lack of optimal socialization from hospital management. Some strategies that can be implemented include conducting routine training (Fahajan et al., 2023), evaluating nurses' understanding (Lestari et al., 2023), and improving the format and standardization of SBAR tools (Chiew et al., 2019; Toren et al., 2022). The implementation of incentive and punishment systems is also considered effective for increasing compliance (Sinaga et al., 2020; Supriadi et al., 2020). Other examples include using more

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practical mobile SBAR application tools (Schmidt et al., 2019). Efforts can also be made through strengthening teamwork and interprofessional communication (Haddeland, et al., 2022). Increased compliance and consistency with SBAR have the potential to improve patient safety through better handover processes and information flow among healthcare workers. However, further applied studies are needed to assess the effectiveness of various SBAR compliance improvement strategies. Comprehensive monitoring and evaluation are necessary to ensure that SBAR implementation yields optimal results.

The results of these studies indicate that SBAR training and education not only enhance nurses' communication skills in handing over important patient-related information but also have the potential to improve the patient safety culture in nurses' work environments. Overall, SBAR education and training, especially through simulation methods and interprofessional approaches, are considered potential methods for honing nurses' communication skills, ensuring effective, accurate, and structured information exchange, and improving overall healthcare service quality.

Monitoring and Supervision

The challenges perceived are the consistency and active participation of the trainees, especially during the 90-minute discussions and role plays (Sembiring et al., 2022). Another challenge is monitoring or overseeing the effective implementation of SBAR communication post-training and education, necessitating regular supervision starting with the nurses' adherence to using the available forms (Affuadi, Kamil, & Wardani, 2022; Eberhardt, 2014; Tedeschi & Betti, 2022). Additionally, there is a need to integrate educational and healthcare strategies so that organizations can effectively promote understanding and application of SBAR principles (Khotimah, Nuryantini & Malik, 2022). By conducting regular evaluation monitoring, significant differences can be observed before and after SBAR training and education.

Management of SBAR implementation

Strategies to enhance compliance and consistency in the implementation of SBAR include the use of the SBAR format to improve

communication and patient safety (Affuadi et al., 2022; Eberhardt, 2014; Tedeschi et al., 2022). The implementation of the SBAR method must involve training and education for healthcare professionals to ensure proper understanding and use of the tool (Ruhomaulu, Betts, Jayne-Coupe, Karanfilian, Szekely, Relwani, & Jaffry, 2019). Regular peer-to-peer meetings and discussions can be held to address questions or concerns about the SBAR form and its content (Bonds, 2018). Monitoring and reviewing completed SBAR forms can help ensure correct completion and adherence to the standard process. Surveys and questionnaires can be administered to gather feedback and opinions from healthcare professionals regarding the implementation of the SBAR method. Continuous improvement projects can be planned to extend the use of the SBAR tool to other units or departments within the healthcare facility.

Several relevant references can be used to develop effective strategies. These references provide insights into various educational and healthcare strategies that can be applied to achieve the goals. First, the implementation of Problem Based Learning (PBL) with demonstration methods has been shown to improve learning outcomes (Suardana, 2019). This approach can be adapted to the healthcare setting to enhance understanding and application of SBAR. Additionally, the use of the SBAR communication tool has been recommended by WHO to improve communication quality and patient safety (Astuti et al., 2019). This highlights the importance of implementing SBAR in healthcare settings. The application of the SBAR method has proven beneficial in improving team communication and specific communication skills in clinical contexts emphasizing the potential of SBAR to enhance communication and collaboration among healthcare professionals (Christina, 2021). Training healthcare professionals in effective communication using SBAR techniques has been shown to prevent medication errors and improve patient safety (Pramesona et al., 2022). This underscores the importance of regular training and education in promoting the consistent implementation of SBAR (Adam et al., 2022).

In the field of education, the use of PBL models has been recognized as an effective way to enhance creative thinking skills (Choifah, Suyitno, & Pujiastuti,

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2022). Implementing this model by integrating problem-solving activities relevant to SBAR into the educational curriculum can stimulate critical thinking and the application of SBAR principles. Active knowledge sharing strategies have proven beneficial in enhancing student motivation and learning outcomes (Khotimah et al., 2022). An interactive and participatory approach can improve understanding and retention of SBAR principles. A summary of various references indicates that a multifaceted approach involving PBL methods can provide significant benefits.

CONCLUSION

Training and education on SBAR have proven effective in enhancing nurses' communication competence and patient safety. However, its effectiveness is influenced by the educational background of the nurses.

RECOMMENDATIONS

It is necessary to develop an SBAR training curriculum that aligns with nurses' qualifications through collaboration with relevant institutions. On the other hand, the implementation of SBAR in the field is still considered inconsistent, requiring various improvement strategies such as regular socialization, understanding evaluation, standardization of tools, and monitoring and evaluation by hospital management.

Further research is needed on the long-term effectiveness of SBAR training on clinical performance and patient safety outcomes. Multidisciplinary collaboration between health education institutions and healthcare facilities is required to develop an SBAR training curriculum that meets the qualifications and needs of nurses. Hospital management must implement comprehensive strategies to ensure consistent SBAR implementation through regular evaluation and monitoring. Further research is highly recommended to evaluate the effectiveness of various strategies to improve SBAR compliance in enhancing patient safety.

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