

Factors Related to The Implementation of Handover in Hospital Inpatient Rooms

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ABSTRACT

Handover is an oral communication of patient information carried out by nurses at the shift change. Inaccurate information in when carrying out handovers has a severe impact on patients. This literature review aims to determine the factors associated with patient handover in hospital inpatient rooms. A literature search was carried out based on articles published between 2018 and 2023 according to the inclusion and exclusion criteria that had been determined using one database, namely Google Scholar. This literature search uses the PRISMA guideline in carrying out the screening process. From the search results, 2,420 articles were obtained. After carrying out the screening process, three articles met the criteria and will be analyzed. Based on a study of 3 articles, it was found that the factors related to the implementation of patient handover in hospital inpatient rooms are supervision, knowledge, peer support, communication, and organizational culture. Factors related to implementing of handover patients consist of internal and external factors. It is hoped that hospitals will establish policies related to the management of handover patients in the form of standards and handover patient procedures that are applied in all hospital inpatient rooms, socialization and need supervision toward handover patients. The quality of hospital services increases with better handover through increased nurses' knowledge through training.

Keywords: factors, handover, inpatient, hospital, nurse

Background

Nursing services are a determining factor in the success of health services in hospitals. Nursing personnel are the backbone of hospitals and subsystems in health services and are an integral part of hospital services (1). One of the nurses' duties is to provide nursing care to patients, which includes assessment, nursing diagnosis, intervention, implementation and evaluation. Nursalam explains that consideration or handover is a way of conveying and receiving a report related to the patient's condition. The consideration must be carried out as effectively as possible by explaining briefly, clearly and entirely about the nurse's independent actions, collaborative actions that have been carried out and that have not been carried out, as well as the patient's progress at that time (2). The information must be accurate so that continuity of nursing care can run perfectly. In carrying out nursing care, consideration is carried out by the primary nursing nurse to the primary nurse (person in charge) of the afternoon or night duty in writing and orally (3).

Several factors are related to the implementation of patient handover, including perceptions, knowledge, beliefs, desires, motivation, intentions, attitudes, experiences, facilities, socio-culture, traditions, religion, beliefs, value systems, socio-economics, regulations or policies, communication, fatigue, different organizational cultures, workloads, role models, individuals, tight time constraints and limited human resources (4).

Patient handover has effects that significantly influence a nurse as a provider of services

to patients, such as physiological effects, psychosocial effects, performance effects, health effects, and work safety effects. Apart from these effects, the documentation carried out by nurses also influences the subsequent patient handover by nurses. The impact nurses did not do patient handover in a disciplined manner, and it can be said that these nurses must implement patient safety thoroughly in all their work (1,4).

Implementing patient handover during nursing care involves professional responsibility, accountability, and legality. It has already been proved that the most effective patient handover is still undefined. However, direct communication, structured documentation, patient involvement, and the application of technology use will support this process. In some cases, the sender was confused when delivering the information to the receiver and finally reluctant to help and give patient care. Several studies described that ineffective handover causes adverse effects on patients, families, and communities (5)

From the descriptions above, researchers are interested in researching " Factors Related to the Implementation of Handover in Hospital Inpatient Rooms."

Methods

A literature search was carried out for articles published between 2018 and 2023 using the Google Scholar database. The literature search used several keywords, such as "Patient handover in hospital", with Boolean search methods, such as "AND" and "OR," to find relevant articles that fit the purpose of the writing.

The inclusion criteria in the literature search were research articles that discussed factors related to the implementation of patient acceptance weighing, articles in Indonesian, available in full text. The exclusion criteria are grey literature, literature reviews, systematic reviews, repositories, books and other non-scientific publications. This literature search used the PRISMA guideline in the screening process (Fig. 1). From the search results, 2,420 articles were obtained. After carrying out the screening process, three articles met the criteria and will be analyzed.

PRISMA 2009 Flow Diagram

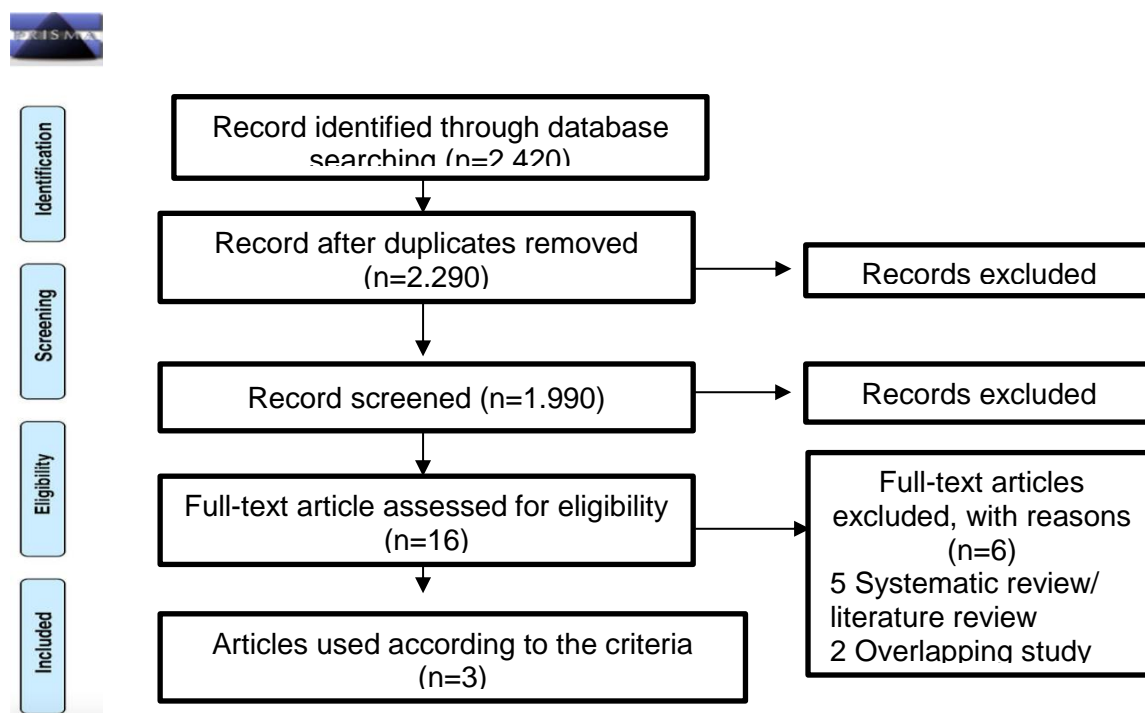


Figure 1. Flowchart Articles Using PRISMA 2019

Results

Table 1 Factors Related To The Implementation Of Handover In Hospital Inpatient Rooms

No	Author	Tittle	Result
1	Shanisa Mairestika Herry Setiawan Ichsan Rizany (2021)	Factors That Influence the Implementation of Consideration	The results of the study showed that there was no relationship between knowledge ($p = 0.721$), motivation ($p = 0.369$) and facilities ($p = 0.617$) with the implementation of the handover at RSD Idaman, Banjarbaru City. There was a relationship between supervision and the implementation of the handover ($p = 0.023$).
2	Dini Qurrata Ayuni, Almahdy Almahdy, Esi Afriyanti. (2019)	Analysis of Factors Associated with the Implementation of Patient Handover in the Inpatient Room at Pariaman Regional General Hospital 2016	The research results showed that the knowledge factor was low (57.0%), with the attitude of implementing nurses being good (61.6%), (59.3%) receiving support from the leadership, (60.5%) Needing support from colleagues. Most of the nurses (65.3%) needed to improve at implementing patient acceptance. There is a significant relationship between knowledge and support from colleagues and the implementation of patient handover, and there is no significant relationship between the attitude and support of leaders and the implementation of patient handover.
3	Dedi Adha Yulia Fitri (2022)	Factors Related to the Implementation of Patient Handover in the Inpatient Room at Dr. Rasidin Padang in 2021	Based on the research results, it was found that 62.5% of the implementation of patient handover was poor, 55.0% of nurses' communication was poor, 62.5% of nurses' organizational culture was poor, and 50.0% of nurses' knowledge was high. There is a relationship between communication, organizational culture, and knowledge with the implementation of patient handover in Dr. RSUD's inpatient room. Rasidin Padang.

Discussion

Handover is the transfer of information (including responsibility and accountability) during the transfer of ongoing care, which includes opportunities for questions, classification, confirmation of the patient, primary responsibility and authority of the nurse from the previous nurse to the nurse who will continue the care.

In its implementation, a patient handover is carried out for each person in charge, including a handover carried out at every shift change or acceptance consideration; from the nurse station, the nurse discusses carrying out a consideration by comprehensively reviewing the client's nursing problems, action plans that have and have not been implemented as well as other vital matters that need to be delegated and matters that are special and require complete details should be precisely recorded and then handed over to the next nurse.

The results of an evidence-based literature review of the patient operant/handover process are influenced by:

Supervision

Supervision is one of the factors that influence the implementation of patient handover in hospital inpatient rooms (6). Supervision is part of the directing and monitoring function in management. Supervision has a vital role in the organization to improve performance. In nursing management, supervision is part of the leadership function, the implementation of which is the leader's responsibility. The supervision carried out by the head of the room is good; the head of the room has knowledge and experience in nursing supervision, so that the head of the room is able to prepare nursing staff in carrying out activities. Through supervision, a leader can find out whether the completion of tasks carried out by his staff is in accordance with goals and standards. Supervision to obtain information from the nurse implementing problems in the room so that the quality of nursing services can be known. Handover is one of the nurses' independent activities in the treatment room, so supervision regarding patient handover will be able to improve the quality of the nurse's patient handover. These results are in accordance with a study which found that there was a relationship between supervision and the implementation of patient handover (7). The supervision includes all activities that can help achieve administrative goals by supervising the course of nursing activities. Nursing supervision should ensure that patients receive good health services. The head of the room plays an important role in supervising the weigh-in by providing direction regarding the points that need to be considered in carrying out the weigh-in (8). Effective communication in carrying out consideration is SBAR communication (Situation Background Assessment Recommendation). This technique can improve patient safety because the information provided is accurate and systematic (9). Regular monitoring of receipts will improve services in providing nursing care (10).

Communication

The results of this research found a communication relationship with the implementation of patient handover. Acceptance or transfer is communication that occurs between the shift on duty and the next shift. SBAR Communication (Situation, Background, Assessment, Recommendation) can be used to communicate pre-procedures to be performed on a patient, during a weigh-in, or any time there is an unexpected change in patient care. Until now, almost all hospitals in Indonesia have implemented communication SBAR. According to communication researchers, if it is not done well, it will become the root cause of patient safety incidents. For example, it results in worsening a patient's clinical condition or even death. However, apart from being a threat to patient safety, effective communication is also a tool to reduce patient safety incidents. Communication and sharing information are essential parts of the nursing practice. One way that effective communication can be proven is during the implementation of patient handover (11). The other systematic literature review shows that there is a relationship between the use of effective communication methods and the implementation of handover (12).

Knowledge

Implementing of patient handover is a promising finding for nurses with high knowledge. In contrast, there is a tendency for the implementation of patient handover to be poor in nurses with low knowledge. However, some studies also found that nurses with a high level of knowledge of the implementation of handover still needed improvement. Nurses with the implementation of handover not yet optimum may be caused by other factors (4). However, other research shows that there is no relationship between nurses' knowledge and the implementation of patient admission considerations according to Standard Operating

Procedures (SOP) (13). Nurses' knowledge about acceptance considerations when pursuing nursing education, so it is necessary to re-socialize the acceptance consideration SOPs that are implemented in the treatment room (14). There is a gap in the literature review given in college and the application in the field so that further research is needed, such as empirical studies regarding service creation practices (15)

Peer Support

The other research conducted by Yudianto (2005) that colleagues have provided high support for the implementation of passes (72.9%) as well as research conducted by Kesrianti (2014). O'Connell's research states that 64% of nurses can discuss patient progress and workload issues with colleagues. Other people around us are one of the social components that influence our attitudes (Azwar, 2005). Someone who we consider important, someone whose approval we hope for our every move and opinion, someone who means something special to us will have a lot of influence on our formation of something, the support of peer friends is a form of motivation in itself (1). The knowledge and support of colleagues influences the success of acceptance considerations (10)

Organization Culture

Defines organizational culture as a pattern of organizational beliefs and values that is understood, imbued and practiced by the organization so that this pattern gives its own meaning and becomes the basis for rules of behavior in the organization. Organizational culture will affects all aspects of the organization and behavior of members of the organization. Culture strong organizations create similarity of goals, motivation and structure control to shape behavior needed to improve organizational achievements that have an impact on performance of organizational members (16). A good organizational culture can increase service user satisfaction in a hospital(17). organizational culture can related to care worker(18). One of the most difficult aspects faced by management throughout the current organization is how make their employees work efficiently effective and efficient. Human Resources is the main factor influence the success of the company in achieving goals. Organization that well, it will grow and develop focuses on resources human (human resource) use carry out its functions optimally. The goal of a manager in every the organization logically desires organizational effectiveness. Organizational culture is an important issue in a organization, such as hospital. The results of the review show the relationship between organizational culture and the implementation of patient handover by nurses. Leadership has a very strong influence on change, while mentoring has a very strong influence on implementing something new (19). Apart from that, leadership style is also very influential on change(20).

Conclusion

Factors related to the implementation of handover patient consist of interna and external factors. It was found that the factors related to the implementation of patient handover in inpatient rooms in hospitals are: supervision, knowledge, peer support, communication, and organizational culture.

Recommendations

- Establish a policy regarding the management of patient weigh-ins in the form of standards and weigh-in procedures that are applied in all hospital inpatient rooms.
- There is socialization carried out by the nursing sector regarding patient acceptance procedures for nurses in order to increase the knowledge, attitudes and skills of nurses in carrying out patient acceptance considerations.
- Carry out regular supervision of the implementation of direct and indirect weighing.

Acknowledgement

We would like to thank the Director of Bhayangkara Hospital, Palu City for giving us the opportunity to carry out research.

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