

26<sup>th</sup> World Congress on

# NURSING CARE

May 21-23, 2018 Osaka, Japan

## The use of ISBAR3 communication technique for nursing shift handover to improve effective communication and patient safety: Pilot study

**Rina Karmila**

University of Indonesia, Indonesia

Ineffective handover communication is a highlighted contributing factor in adverse incidents where patient safety is put at risk. ISBAR3 is the communication technique created to improve safety in the communication of vital information by providing a framework for communication. The purpose of this pilot study is empowering nurses on the use of ISBAR3 technique nursing handover. The pilot study begins with an assessment, problem identification, problem prioritization, action plan, implementation, evaluation and gap analysis using review literature. Data collection was done by interview, documentation study, questionnaires and observation of handover. This study begins with initial assessment in 8 inpatient wards with Planning, Organizing, Staffing, Actuating and Controlling Approach (POSAC), problem identification using fishbone analysis, problem priority and gap analysis with literature review. The main result of this pilot study is ineffective communication technique utilizing a shift to shift nursing handover. Problem solved by using plan, do, check, adjust. The implementation of this study is brainstorming for the head nurse and team leader about the importance of ISBAR3 technique and develop a guide and handover standard with ISBAR3 technique. Observations result of handover practices trial after an introduction of the ISBAR3 technique is more effective handover process. Implementation of the ISBAR3 handover technique enhances communication and helps to ensure that information becomes more structured, accurate and can avoid the error/data loss or repetition of information.

### Biography

Rina Karmila is an Awardee of Indonesian Endowment Fund for Education and she is a Master's degree candidate of Leadership and Management of Nursing at University of Indonesia. She has completed Residence program at one of a provincial public hospital in Jakarta, Indonesia

rinakarmilaa@gmail.com

### Notes: