

## DAFTAR PUSTAKA

Abate, B. and VanGraafeiland, B. (2019) 'Improving Education and Communication in an Assisted Living Facility to Reduce Avoidable Emergency Department Transfers: A Quality Improvement Project', *Journal of Gerontological Nursing*, 45(5), pp. 23–29. doi: 10.3928/00989134-20190404-01.

Abdurrahman, M. and Garcia, C. (2016) 'Safe clinical handover', in *On-Call Geriatric Psychiatry: Handbook of Principles and Practice*, pp. 87–97. doi: 10.1007/978-3-319-30346-8\_9.

Abela-Dimech, F. and Vuksic, O. (2018) 'Improving the practice of handover for psychiatric inpatient nursing staff', *Archives of Psychiatric Nursing*. doi: 10.1016/j.apnu.2018.04.004.

Achrekar, M. *et al.* (2016) 'Introduction of Situation, Background, Assessment, Recommendation into Nursing Practice: A Prospective Study', *Asia-Pacific Journal of Oncology Nursing*, 3(1), p. 45. doi: 10.4103/2347-5625.178171.

Afnuhazi, R. (2015) *komunikasi terapeutik dalam keperawatan jiwa*. I. Edited by Marni. Yogyakarta: Gosyen Publishing.

Agency for Healthcare Research and Quality (AHRQ) (2014) *Hospital Survey on Patient Safety Culture*, Agency for Healthcare Research and Quality (AHRQ). doi: 10.1097/PTS.0b013e3181b53f6e.

Arsanam, P. and Yousapronpaiboon, K. (2014) 'The Relationship between Service Quality and Customer Satisfaction of Pharmacy Departments in Public Hospitals', *International Journal of Innovation, Management and Technology*, 5(4), pp. 261–265. doi: 10.7763/IJIMT.2014.V5.524.

Asmadi (2008) 'Proses keperawatan', in Mardella, E. A. (ed.) *Konsep dasar keperawatan*. I. Jakarta: EGC, p. 188.

Aswar, S., Hamsinah, S. and Kadir, A. (2014) 'Faktor yang mempengaruhi efektivitas pelaksanaan pendokumentasian asuhan keperawatan di Instalasi rawat inap bedah Rumah Sakit Umum Daerah Andi Makkasau Parepare', *Jurnal ilmiah kesehatan Diagnosis*, 05 nomor 0(2302–1721), pp. 1–7.

Australian Commission on Safety and Quality in Healthcare (2012) *Clinical Handover Standard 6*, *Natl. Saf. Qual. Heal. Serv. Stand.*

Bakon, S. *et al.* (2017) 'Nursing handovers: An integrative review of the different models and processes available', *International Journal of Nursing Practice*. doi: 10.1111/ijn.12520.

Beament, T. *et al.* (2018) 'A collaborative approach to the implementation of a structured clinical handover tool (iSoBAR), within a hospital setting in metropolitan Western Australian: A mixed methods study', *Nurse Education in Practice*, 33, pp. 107–113. doi: 10.1016/j.nepr.2018.08.019.

Bijani *et al.* (2016) 'Factors influencing poor nursing documentation from the perspective of nursing staff', *International Journal of Medical Research & Health Sciences*, 5, pp. 717–718. Available at: [www.ijmrhs.com](http://www.ijmrhs.com).

Blyth, C., Bost, N. and Shields, S. (2017) 'Impact of an education session on clinical handover between medical shifts in an emergency department: A pilot study', *EMA - Emergency Medicine Australasia*, 29(3), pp. 336–341. doi: 10.1111/1742-6723.12717.

Bradley, A. (2014) 'Improving the quality of patient handover on a surgical ward', *BMJ Quality Improvement Reports*, 3(1), p. u201797.w1958. doi: 10.1136/bmjquality.u201797.w1958.

Cahyono, J. B. S. B. (2008) *Membangun Budaya Keselamatan dalam Praktek Kedokteran*, Kanisius.

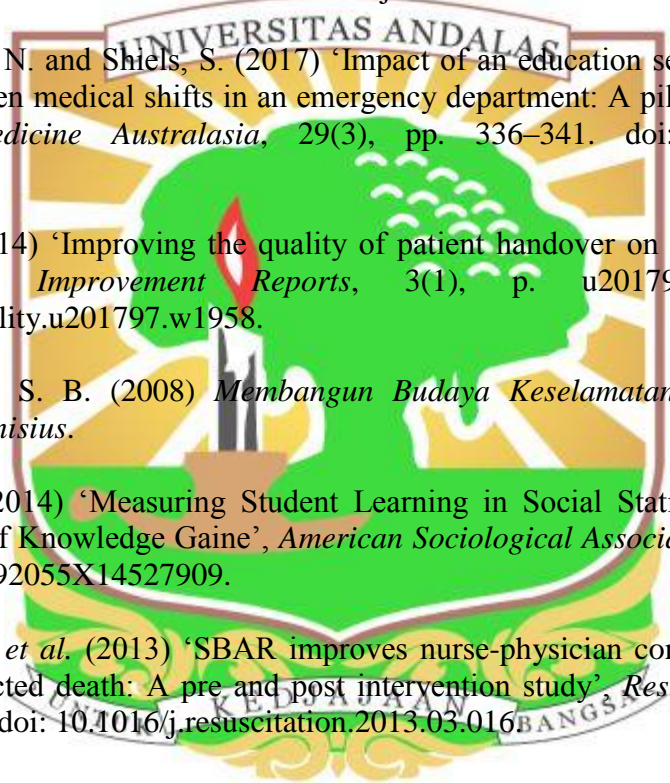
Delucchi, M. (2014) 'Measuring Student Learning in Social Statistics: A Pretest-Posttest Study of Knowledge Gaine', *American Sociological Association*, 42(3), p. 9. doi: 10.1177/0092055X14527909.

De Meester, K. *et al.* (2013) 'SBAR improves nurse-physician communication and reduces unexpected death: A pre and post intervention study', *Resuscitation*, 84(9), pp. 1192–1196. doi: 10.1016/j.resuscitation.2013.03.016

Eggin, S. and Slade, D. (2015) 'Communication in Clinical Handover: Improving the Safety and Quality of the Patient Experience', *J Public Health Res*, 4. doi: 10.4081/jphr.2015.666.

Etikan, I. (2017) 'Sampling and Sampling Methods', *Biometrics & Biostatistics International Journal*, 5(6). doi: 10.15406/bbij.2017.05.00149.

Fereshteh, F., Hossein, E. A. and Shayan, H. (2016) 'Evaluating of Training and Internship Programs of University Hospitals', *Health*, 8(4), pp. 658–663. doi: 10.4236/health.2016.87069.



Geddes, F. *et al.* (2016) '10. iSoBar: An innovative framework and checklist for clinical rounds in an interprofessional student training ward', in *Effective Communication in Clinical Handover*. doi: 10.1515/9783110379044-018.

Gordon, M. *et al.* (2018) 'Educational interventions to improve handover in health care: An updated systematic review', *Academic Medicine*, pp. 1234–1244. doi: 10.1097/ACM.0000000000002236.

Govier, M. and Medcalf, P. (2012) 'Living for the weekend: Electronic documentation improves patient handover', *Clinical Medicine, Journal of the Royal College of Physicians of London*, 12(2), pp. 124–127. doi: 10.7861/clinmedicine.12-2-124.

Güneş, Ü. Y., Gürlek, Ö. and Sönmez, M. (2016) 'A survey of the patient safety culture of hospital nurses in Turkey', *Collegian*, 23(2), pp. 225–232. doi: 10.1016/j.colegn.2015.02.005.

Hafeez, U. and Akbar, W. (2015) "Impact of Training on Employees Performance" (Evidence from Pharmaceutical Companies in Karachi, Pakistan)', *Business Management and Strategy*, 6(1), p. 49. doi: 10.5296/bms.v6i1.7804.

Hanisi, S., DR. Fitri Haryanti, SKp, M. K. and DR. dr. Andreasta Meliala, Dph., Mas., M. K. (2016) 'Kepatuhan Dan Komunikasi Perawat Pada Saat Handover Terhadap Kejadian Nyaris Cedera (Knc) Di Ruang Rawat Inap Asoka Rsu Bahteramas Provinsi Sulawesi Tenggara', *ETD ( Electronic theses & Dissertations Universitas Gajah Mada*.

Johnson, M. *et al.* (2014) 'Comparing nursing handover and documentation: Forming one set of patient information', *International Nursing Review*, 61(1), pp. 73–81. doi: 10.1111/inr.12072.

KARS (2017) *Efektif 1 Januari 2018, Standar Nasional Akreditasi Rumah Sakit*.

Kemp, G., Smith, M. and Segal, J. (2017) 'Helpguide.org', in *Trusted guide to mental, emotional and social health*, pp. 1–12.

Kent, P. and Morrow, K. (2014) 'Better documentation improves patient care', *Nursing Standard*, 29(14), pp. 44–51. doi: 10.7748/ns.29.14.44.e9267.

Kerr, D. *et al.* (2016) 'Impact of a modified nursing handover model for improving nursing care and documentation in the emergency department: A pre- and post-implementation study', *International Journal of Nursing Practice*, 22(1), pp. 89–97. doi: 10.1111/ijn.12365.



Kuntoro, A. (2010) *Buku ajar manajemen keperawatan*. I. jakarta: Nuha Medika.  
Lee, J. Y. (2015) 'Effective communication for patient safety', *Journal of the Korean Medical Association*, 58(2), pp. 100–104. doi: 10.5124/jkma.2015.58.2.100.

Le Blanc, J. *et al.* (2014) 'Development of an orthopedic surgery trauma patient handover checklist', *Canadian Journal of Surgery*, 57(1), pp. 8–14. doi: 10.1503/cjs.025912.

Mardis, M. *et al.* (2015) 'Shift-to-Shift Handoff Effects on Patient Safety and Outcomes: A Systematic Review.', *American journal of medical quality : the official journal of the American College of Medical Quality*. doi: 10.1177/1062860615612923.

McGowan, M. *et al.* (2014) 'PO-0979 Improving Patient Safety In Paediatric Handovers', *Archives of Disease in Childhood*, 99(Suppl 2), p. A571.1-A571. doi: 10.1136/archdischild-2014-307384.1596.

Merten, H., van Galen, L. S. and Wagner, C. (2017) 'Safe handover Hanneke Merten researcher in quality and safety in healthcare', *BMJ*, 359. doi: 10.1136/bmj.j4328.

Nakate GM, Dahl D, Petrucka P, Drake KB, D. R. (2015) *The Nursing Documentation Dilemma in Uganda, Surgery*. doi: 10.1016/j.surg.2015.02.017.

National Clinical Effectiveness Committee (2014) 'Communication (Clinical Handover) in Maternity Services', *Department of Health*.

Nofrion (2016) *Komunikasi Pendidikan : Penerapan Teori dan Konsep Komunikasi dalam Pembelajaran*. I. Edited by E. Wahyudin. Jakarta: Prenadamedia Group.

Nursalam (2011) *Manajemen Keperawatan Aplikasi Dalam Praktek Keperawatan Profesional*. 3rd edn. Edited by F. Efendi. Jakarta: Salemba Medika.

Nursalam (2014) 'MANAJEMEN KEPERAWATAN Aplikasi dalam Praktik Keperawatan Profesional', *Salemba Medika*, pp. 1–359. doi: 10.1001/archinte.165.22.2659.

Nursalam and Ferry Efendi (2008) *pendidikan dalam keperawatan*. jakarta: salemba medika.

Pascoe, H. *et al.* (2014) 'Clinical handover: An audit from Australia', *Australasian Medical Journal*, 7(9), pp. 363–371. doi: 10.4066/AMJ.2014.2060.

Philippa, P. (2015) 'Excellence in Continence Care: Practical Guidance for Commissioners, Providers, Health and Social Care Staff and Information for the Public', in *NHS England*, pp. 1–29.

Potter, P. A., & Perry, A. G. (2016). *Fundamental of nursing concept, process and practice* (9th ed.). St Louis: Mosby Company.

Porteous, J. *et al.* (2009) 'iSoBAR — a concept and handover checklist: the National Clinical Handover Initiative | Medical Journal of Australia', *Med J Aust*, 190(11), p. 152. Available at: <https://www.mja.com.au/journal/2009/190/11/>

Putra, A. J. (2013) 'Analisa Faktor-Faktor yang Berhubungan dengan Keselamatan Pasien (Patient Safety) di Ruang Perawatan Rumah Sakit Haji Jakarta', *kesehatan masyarakat*, pp. 1–17.

Rahi, S. (2017) 'Research Design and Methods: A Systematic Review of Research Paradigms, Sampling Issues and Instruments Development', *International Journal of Economics & Management Sciences*, 6(2), p. 5. doi: 10.4172/2162-6359.1000403.

Ramya, S., Dr. Aruna, S. and Gowri, D. M. (2017) 'Hand Me An Isobar Method Of Clinical Handover And Level Of Safe Nursing Practice Among Nurses Working In Icu', *International Journal of Development Research*, 7(7), pp. 14073–14075.

Raymond, M. and Harrison, M. C. (2014) 'The structured communication tool SBAR (Situation, Background, Assessment and Recommendation) improves communication in neonatology', *South African Medical Journal*, 104(12), pp. 850–852. doi: 10.7196/SAMJ.8684.

Redley, B. *et al.* (2016) 'Inter-professional clinical handover in postanaesthetic care units: Tools to improve quality and safety', *International Journal for Quality in Health Care*, 28(5), pp. 573–579. doi: 10.1093/intqhc/mzw073.

Robiah, S. (2015). 'Efektivitas Pelatihan SBAR terhadap Kualitas Timbang Terima Saat Transfer Pasien Antar Ruang di RSISA Semarang', *E-Journal Undip*, pp. 73–81.

Romas, J. A. and Sharma, M. (2017) *Practical Stress Management - A Comprehensive Workbook*, Elsevier. doi: <http://doi.org/10.1016/B978-0-12-811295-3.00001-2>.

Santoso, B. (2013) *Skema dan mekanisme pelatihan: panduan penyelenggaraan pelatihan*. Jakarta: Yayasan Terumbu Karang.

Silva, M. F. da *et al.* (2016) 'Communication In Nursing Shift Handover: Pediatric Patient Safety', *Texto & Contexto - Enfermagem*, 25(3). doi: 10.1590/0104-07072016003600015.

Siswanto, L. M. H., Hariyati, R. T. S. and Sukihananto (2013) 'Faktor-faktor yang berhubungan dengan kelengkapan pendokumentasian asuhan keperawatan', *Jurnal Keperawatan Indonesia*, 16 no.2(pISSN 1410-4490, eISSN 2354-9203), pp. 77–84.

Van Sluisveld, N. *et al.* (2015) 'Improving clinical handover between intensive care unit and general ward professionals at intensive care unit discharge', *Intensive Care Medicine*, pp. 589–604. doi: 10.1007/s00134-015-3666-8.

Sodhi, J. K., Sharma, K. and Kaur, J. (2015) 'Development of Patient Handover Documentation Tool for Staff Nurses using Modified Delphi Technique', *International Journal of Nursing Education*, 7(2), p. 165. doi: 10.5958/0974-9357.2015.00096.3.

Sohi, D. *et al.* (2015) 'Significantly improving the efficiency of communication in paediatrics', *BMJ*, 96(1). doi: doi.org/10.1136/adc.2011.212563.210.

Spooner, A. J. *et al.* (2013) 'Understanding current intensive care unit nursing handover practices', *International Journal of Nursing Practice*, 19(2), pp. 214–220. doi: 10.1111/ijn.12058.

Stewart, K. R. (2017) 'SBAR, Communication, and Patient Safety: An Integrated Literature Review.', *Medsurg Nursing*, 26(5), pp. 297–305.

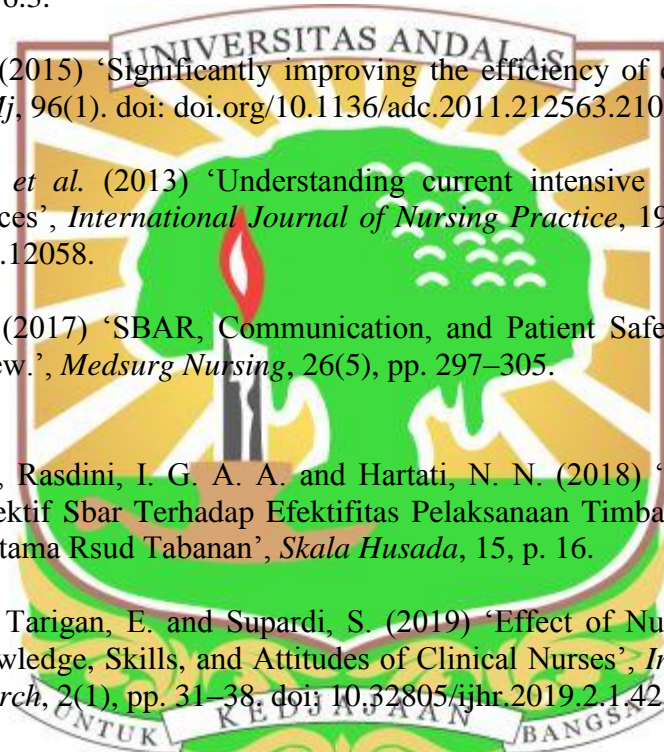
Suardana, I. K., Rasdini, I. G. A. A. and Hartati, N. N. (2018) 'Pengaruh Metode Komunikasi Efektif Sbar Terhadap Efektifitas Pelaksanaan Timbang Terima Pasien Di Ruang Griyatama Rsud Tabanan', *Skala Husada*, 15, p. 16.

Sudiarta, I. K., Tarigan, E. and Supardi, S. (2019) 'Effect of Nursing Training on Improving Knowledge, Skills, and Attitudes of Clinical Nurses', *Indonesian Journal of Health Research*, 2(1), pp. 31–38. doi: 10.32805/ijhr.2019.2.1.42.

Suhita, B. M., Sutrisno, J. and K, P. D. (2017) 'Nursing documentation is a sign implement nursing care. Proper principles in registration can be effective patient safety and security. These researches determine affecting factors not correctly registered nursing staff is done. The descriptive-analytic s', *Health Notions*, 1(4), pp. 301–306.

Suprpto, T. (2009) *Pengantar Teori dan Manajemen Komunikasi*. I. Edited by Ratino. Jakarta: Medpress.

Suryana *et al.* (2013) *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*, *International Journal of Management*. Available at: <http://scholar.google.com/scholar?>





Syah Putra, C. (2014) *Buku Ajar manajemen keperawatan*. I. Jakarta: In Medika.

Taylor, H. (2014) 'An exploration of the factors that affect nurses' record keeping', *British Journal of Nursing*, 12(12), pp. 751–758. doi: 10.12968/bjon.2003.12.12.11338.

Ting, W. H. *et al.* (2017) 'The impact of situation-background-assessment-recommendation (SBAR) on safety attitudes in the obstetrics department', *Taiwanese Journal of Obstetrics and Gynecology*, 56(2), pp. 171–174. doi: 10.1016/j.tjog.2016.06.021.

Toeima, E. (2011) 'SHARING-Improving and documentation of handover: Mind the gap', *Journal of Obstetrics and Gynaecology*, 31(8), pp. 681–682. doi: 10.3109/01443615.2011.605184.

Triwibowo, C. (2013) *Manajemen pelayanan keperawatan di Rumah Sakit*. I. Edited by T. Ismail. JAKARTA: CV Trans Info Media.

Triwibowo, C., Yuliawati, S. and Amri Husna, N. (2016) 'Handover Sebagai Upaya Peningkatan Keselamatan Pasien (Patient Safety) Di Rumah Sakit', *Jurnal Keperawatan Soedirman*, 11, p. 5.

Uripni, C. L., Sujianto, U. and Indrawati, T. (2003) *Komunikasi Kebidanan*. I. Edited by M. Ester. Jakarta: EGC.

Vahedi, H. S. (2018) 'Impact of an educational intervention on medical records documentation', *World Journal of Emergency Medicine*, 9(2), p. 136. doi: 10.5847/wjem.j.1920-8642.2018.02.009.

Wheeler, K. K. (2015) 'Effective handoff communication', *Nursing Critical Care*, 10(6), pp. 13–15. doi: 10.1097/01.CCN.0000472849.85679.c4.

Wicker, P. and Dalby, S. (2018) 'Patient Handover', in *Rapid Perioperative Care*, pp. 317–319. doi: 10.1002/9781119548935.ch70.

Van der Wulp, I. *et al.* (2017) 'Handover Structure and Quality in the Acute Medical Assessment Unit', *Journal of Patient Safety*, p. 1. doi: 10.1097/pts.0000000000000221.

Yee, K. C., Wong, M. C. and Turner, P. (2009) "'HAND ME AN ISOBAR": a pilot study of an evidence-based approach to improving shift-to-shift clinical handover', *MJA*, 190(11), pp. 121–124. doi: yee11187\_fm [pii].



Yu, Z. *et al.* (2017) 'Pediatric clinical handover', *JBIS Database of Systematic Reviews and Implementation Reports*, 15(10), pp. 2585–2596. doi: 10.11124/JBISRIR-2016-003296.

Zeller, E. C. and R. and Schwartz, C. (2009) 'Reliability and validity', *Library & Information Science Research*, 31(2), pp. 73–74. doi: 10.1016/j.lisr.2009.03.001.

