

The Influence Of Room Head Supervision On Handover Effectiveness: Literature Review

Maria Suprapti¹, Emiliana Tarigan²

Program STIK Sint Carolus Jakarta Postgraduate Program

ABSTRACT

Article Info

Article History:

Received:

Revised:

Accepted:

*Corresponding Author :

DOI

P- ISSN : [2722-1563](#)

E -ISSN : [2580-7137](#)



This is an Open Access article distributed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License, which allows others to remix, tweak, and build upon the work non-commercially as long as the original work is properly cited. The new creations are not necessarily licensed under the identical terms

Background: Handover is the process of transferring patient care responsibilities from one shift to the next. This process is important to ensure continuity of patient care and prevent medical errors. Supervision of the head of the room plays a very important role in the implementation of handover in the nursing department, and this is not only limited to supervision, but also includes aspects of coaching, monitoring and development for staff. **Method:** This research is a research using the literature review method of searching and compiling PICO analyzing 6 articles between 2018-2023 using the help of keywords, supervision and handover **Results:** The findings from the 6 articles resulting from the discussion show that there is an influence between the supervision of the head of the room and the handover because the better the supervision is carried out, the more effective the handover is (<). **Conclusion:** Supervision of the head of the room has a significant influence on the effectiveness of patient handovers. Supervision helps improve nurses' communication, knowledge, skills and motivation for successful handover **Suggestion:** The Head of the Room needs to periodically supervise the implementation of patient handovers..

Keywords : Supervisi, Handover Perawat

INTRODUCTION

Handover is the process of transferring patient information and is a clinical responsibility between health practitioners another definition states that Handover is part of the nursing care process designed as a way of providing relevant information to nurses at each shift change, direction in providing information regarding the patient's condition, goals & treatment plans, medication and determining service priorities. The main function of handover is to ensure communication between nurses regarding patient information for continuity of patient care (Kerr, & McKinlay, 2013; Kilic, 2017). The quality and standards of planned and measurable health care can be achieved through planned roles and functions of

managers so that reliable manager skills are needed in managing them (Eggins & Slade, 2016). The handover carried out must comply with nursing care standards and requires supervision so that the implementation process and results can be assessed.

Handover is part of the process of providing nursing care by communicating between nurses during shift changes to provide information regarding the continuity of patient care and treatment. Handover contributes to patient safety, as in SNARS Edition 1 of 2018, especially in Standard SKP 2.2, it is stated that hospitals determine and implement the handover communication process, including several assessments (Eldemerdash, 2018) Nursing handover errors are still a serious problem in hospitals throughout the world, around 40% of medical errors in hospitals are caused by ineffective communication, including nursing handovers, where almost 70% of nurses have experienced handover errors (Institute of Medicine, 2022). In its study, JCI also found that around 60% of medical errors that occurred in the emergency room were caused by nursing handovers, all of which were detrimental to patients.

Nurse managers have a big role and responsibility in an organization. Nurse managers are responsible for translating the organization's strategic goals and objectives at the operational level into practice, not only being able to lead clinical care but also carrying out administrative roles and holding accountability for services in their work units 24 hours a day (Gunawan, Aunguroch, & Fisher, 2018). Clinical supervision is used as a tool to ensure a healthy work environment and encourage reflective experience and continuous development to achieve good nursing practice (Bateman, M, 2018). The focus of clinical supervision is to provide a basis for monitoring, assessing, and receiving feedback in the workplace, which can influence the development of professional skills (Eldemerdash, 2018). Supervision clinical practice seeks to provide an environment in which staff can reflect, evaluate and develop their clinical practice, effective clinical supervision improves the delivery of care services for patients who use Health services.

Patient handover must be carried out as effectively as possible by explaining briefly, clearly and completely about the nurse's independent actions, collaborative actions that have been carried out or not, and the patient's progress at that time. The information conveyed is accurate so that continuity of nursing care can run perfectly. The handover is carried out by the primary nurse on the previous shift to the primary nurse (in charge) on the next shift in writing or verbally. Clear communication is also needed about the client's needs regarding what interventions have been carried out and what have not, as well as the patient's response. The handover implementation in several hospitals in Indonesia is still not carried out optimally (Cahyaningtyaset al., 2020).

Based on the background described above, an effective way is needed to identify errors

in Handover. This study was conducted to review several literatures regarding the influence of Head of Room Supervision on the effectiveness of nurse handover). The purpose of this literature review is to determine the influence of supervision carried out by the Head of the Room on the Effectiveness of Patient Handovers

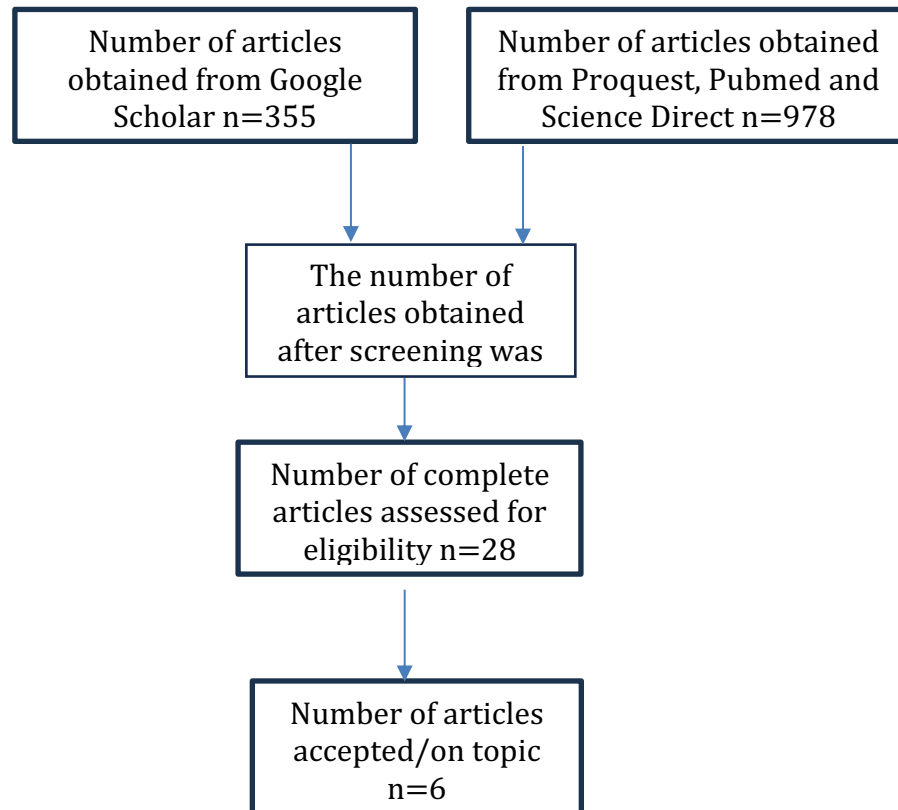
MATERIALS AND METHODS

This research is research using the literature review method, where this research uses a systematic, explicit, and reproducible method to identify, evaluate, and synthesize research and ideas produced by researchers and practitioners. The strategy used in this literature review search is by using a framework including pico ; P means population or problem, namely the ineffective handover of patients by nurses, I means intervention or action taken, namely supervision of the head of the room in the handover process, C means comparison or comparison, and O means outcome or result.

Keywords used in this study include "Supervision AND Handover Nursing". The data obtained is secondary data where data is obtained from the results of research that has been carried out previously. The sources obtained are articles or journals related to the topic discussed and obtained through search databases: Google Scholar, ProQuest, Scholar, PubMed and Science direct. All the articles obtained were published between 2018-2023 in either Indonesian or English and explain the influence of supervision on handover effectiveness.

After obtaining the articles, selection was carried out using inclusion criteria and exclusion criteria. Inclusion criteria include, research subjects are nurses in hospitals, full text manuscripts according to the research topic, while exclusion criteria are abstracts and manuscripts that cannot be accessed, and literature that does not match the topic. From the results obtained according to the inclusion criteria, there were 6 (4 national and 2 international articles) in the last 5 years from 2018-2023. The data obtained will be used as a discussion in this research

Journal Search Flow



RESULTS
Results of Review of Obtained Articles

No	Researcher Name	Year	Journal Name	Research Title	Summary of Research Results	Database
1	Adriana Hada PhD candidate, MN, RN Lee V. Jones AStat BSc hon, Leanne C. Jack PhD, ect	2020	<i>Nursing & Health Sciences</i>	<i>Translating evidence-based nursing clinical handover practice in an acute care setting: A quasi- experimental study</i>	Nurses' compliance with handover recommendations significantly increased after the intervention, with higher percentages and odds of compliance. Adverse patient incidents decreased for all categories (falls, pressure injuries, and medication administration errors. The interventions carried out were in the form of direction by leaders, providing role models by leaders, and providing education in the form of online and written materials	<i>Pubmed</i>

2	Dewi Brown-Deveaux, DNP, BS, RN, Sarah Kaplan, MSN, RN	2022	<i>Nurse Leaders</i>	<i>Transformational Leadership Meets Innovative Strategy: How Nurse Leaders and Clinical Nurses Redesigned Bedside Handover to Improve Nursing Practice</i>	Collaboration between transformational leaders involving clinical nurses in redesigning patient handovers at the bedside resulted in several important findings, namely increased nurse involvement, more effective handovers, increased continuity of care, and improved patient safety culture.	Science Direct
3	Deny Gunawan Rr. Tutik Sri Hariyati, Efy Afifah, Tuti Afrian	2021	<i>Enfermeria Clinica</i>	<i>The relationship between the roles and management function of the head nurse and handover implementation</i>	The head nurse plays an important role in implementing effective handover. There is a significant positive relationship between the informative role of the head nurse, the directing function of the head nurse and	Science Direct

					the organizational function of the head nurse	
4	Aini Nadhifah, Rokiah Kusumapradja, Nofierni	2022	<i>Healthsains</i>	The Influence of the Role of the Unit Head and Workload on Patient Safety Culture through the Implementation of Nurse-Pharmacy Handover	The results of this study show that there is a positive influence of the role of the unit head on patient safety culture, a negative influence of workload on patient safety culture, a positive influence of the implementation of the nurse-pharmacy handover on patient safety culture, a positive influence of the role of the unit head on the implementation of the nurse-pharmacy handover, a positive influence the role of the unit head in patient safety culture through the implementation	<i>Google Scholar</i>

					of nurse-pharmacy handover	
5	Wiwin Sulistyawati, Arif Nurma Etika, Restu Novitasari	2020	<i>Journal of Nursing Practise</i>	<i>Factors Correlated With Quality Of Patient's Handover In Inpatient Room Of The Hospital</i>	There is a significant relationship between head nurse supervision and the quality of handover shift at RS X in 2019	<i>Google Scholar</i>
6	Detta Trinesa, Yulastri Arif, Dewi Murni	2020	Endurance Journal: Scientific Study of Health Problems	Factors related to the implementation of Handover	The results of the study showed that there was a significant relationship between the leadership of the head of the room and the implementation of nurse handovers.	<i>Google Scholar</i>

DISCUSSION

Handover is one of the activities providing nursing care provided must be in accordance with house standards pain so that the implementation process and results can be assessed. Nurse in carrying out mandatory nursing practice provide complete, honest, information correct, clear and easy to understand regarding nursing actions to clients and/or his family is within limits authority (RI Law No. 38, 2014). Hand over is a very important process in the implementation of nursing care because it is related to patient safety and continuity of nursing care to patients. Handover (patient handover) is the process of transferring the main authority and responsibility for providing clinical care to patients from one care provider to another to ensure continuity of care

through the process of exchanging information and transferring responsibility for patient care (Riedel & Ayala, 2017) .

Supervision of the head of the room as an effort to maintain the quality of care, compliance with procedures and guarantee better nursing services. Supervision activities are planning, organizing, actuating and controlling. Being a supervisor is an inherent role and if this activity is carried out well it will have a positive impact and satisfaction, not only for the supervisor himself but for the room nurses and patients. (Maria Haryati, 2019). Research conducted by Adriana Hada PhD candidate, MN, RN et al (2020) shows that guidance interventions carried out by leaders, role models carried out by leaders and the provision of material about handovers are effective in increasing patient safety by reducing the number of falls and the rate of pressure injuries. , and medication errors. The implication is that implementation of strategies or changes in care practices can have a positive impact on quality of care and patient safety in acute care settings. With adjustment for differences across wards, these results provide a strong basis for supporting continuity and improvement of care practices. So that the research can be applied in nursing practice.

Subsequent research conducted by Dewi Brown-Deveaux, DNP ect (2020) overall, the results showed positive support from nurses for the implementation of bedside handover. Improvements in preference, perceived efficiency, and benefits to patients and communications suggest that this method may be a valuable option. However, challenges such as privacy concerns and shift overlap remain a focus for further improvement in efforts to improve care practices. Dewi stated that the main strength of this project was empowering several high-performing nurses to become agents of change. These nurses served as leaders in developing and disseminating project goals to their colleagues.

In research conducted by Deny Gunawan, et al (2021) emphasizes the importance of the head nurse to provide clear and accurate clinical information and guidance to nurses, organize and direct the nurse's work flow to ensure a smooth handover, organize schedules and resources that support the implementation of a successful handover. efficient. These results are in line with research conducted by Aini Nadhifah,

Rokiah Kusumapradja, Nofierni (2022), which shows that the role of the unit head, workload, and implementation of nurse-pharmacy handover are important factors in improving patient safety culture in hospitals. Unit heads who play an active role in supporting the implementation of nurse-pharmacy handovers can increase the effectiveness of handovers, which in turn can improve patient safety culture. Similar research was conducted by Wiwin Sulistyawati, Arif Nurma Etika, Restu Novitasari, (2020) and Detta Trinesa, Yulastri Arif, Dewi Murni (2020). In their research it can be concluded that the implementation of head nurse supervision is related to the quality of handover between shifts in hospital inpatient rooms.

The six articles discussed have the same topic, namely supervision and handover. Although in the fourth to sixth studies there was no intervention carried out by the researchers. Some of the advantages of the articles are that the samples are quite large (articles 1, 3, and 4), the measurements are objective (article 1), showing the concrete impact of the intervention on nursing practice, an important contribution to the development of patient safety culture in hospitals. (articles 1,2 and 4), using quasi and cross-sectional methods (articles 1, 3,4,5,6). The weakness obtained is that research is usually carried out in one hospital so that it is necessary to carry out research (retest) in another hospital, no intervention is carried out after knowing the influence of the head of the room on the implementation of the handover (articles 3, 4, 5, and 6

CONCLUSIONS

From the six articles discussed, it can be concluded that headroom supervision has a significant influence on the effectiveness of patient handovers. Supervision can be carried out in several ways, namely, increasing the knowledge and skills of implementing nurses in carrying out handovers, creating a work environment that is conducive to carrying out handovers and detecting and overcoming problems in carrying out handovers.

REFERENCES

- Adriana Hada PhD candidate, MN, RN, ect. (2021). Translating evidence-based nursing clinical handover practice in an acute care setting: A quasi-experimental study. *Nurs Health Sci.* 2021;1-11. wileyonlinelibrary.com/journal/nhs
- Bateman, M. (2018). *Supervision (Managerial, Clinical and Safeguarding)*. Nottingham <https://bmjopen.bmj.com/content/11/9/e052929>
- Cahyaningtyas, A., Handayani, H., & Yatnikasari, A. (2020). Gambaran Pelaksanaan Serah Terima Antar Shift di Rumah Sakit X Jakarta. *Holistik Jurnal Kesehatan*, 14 (3), 383-390. <https://doi.org/10.33024/hjk.v14i3.2968>
- Deny Gunawan, Rr. Tutik Sri Hariyati, Efy Afifah, Tuti Afriani. (2020).The relationship between the roles and managementfunction of the head nurse and handover implementation. *Enfermería Clínica* 31 (2021) S157---S160. <https://doi.org/10.1016/j.enfcli.2020.12.013> 1130-8621
- Detta Trinesa, Yulastri Arif), Dewi Murni.(2020). Faktor-faktor yang Berhubungan dengan Pelaksanaan Handover Perawat. *Jurnal Endurance: Kajian Ilmiah Problema Kesehatan* , Volume 5 (3) <http://doi.org/10.22216/jen.v5i3.5283>
- Dewi Brown-Deveaux, DNP, BS, RN, Sarah Kaplan, MSN, RN. (2020). Transformational Leadership Meets Innovative Strategy: How Nurse Leaders and Clinical Nurses Redesigned Bedside Handover to Improve Nursing Practice. www.nurseleader.com
- Dwi Sri Rahayu Putri, Endang Pertiwiwati, Herry Setiawan. (2023). Fungsi Kepala Ruang Saat Handover dengan Pelaksanaan Handover. *Nerspedia @ Nerspedia 2023* eISSN: 2722-6573; pISSN: 2721-1444
- Eldemerdash, S. M. (2018). Effect of Implementing Clinical Supervision Program for Head Nurses at Tanta International Teaching Hospital, 5(2), 384-397. *Fatmawati, Bidang Keperawatan.* 2019 <https://www.noveltyjournals.com/upload/paper/Effect%20of%20Implementing%20Clinical%20Supervision-1446.pdf>
- Eggin, S., & Slade, D. (2016). of the patient experience on er al, (January). <https://doi.org/10.4081/jphr.2015.666>
- Edi Sugiyarto, Anggorowati, Meidiana Dwidiyanti, Luky Dwiantoro.(2023). Optimalisasi Pelaksanaan Komunikasi SBAR dalam Handover Perawat: Literature Review. *Jurnal Keperawatan* Volume 15 Nomor 3, <http://journal.stikeskendal.ac.id/index.php/Keperawatan>

- Kilic, S. P. (2017). The Approaches and Attitudes of Nurses on Clinical Handover, 10(1), 136-145.
https://www.internationaljournalofcaringsciences.org/docs/15_parlarkilik_original_10_1.pdf
- KARS. (2017). STANDAR NASIONAL AKREDITASI RUMAH SAKIT (1st ed.). Jakarta: Komisi Akreditasi Rumah Sakit.
- Kementrian Kesehatan RI (2018) Undang-Undang Republik Indonesia No. 38 Tahun 2014 tentang Praktik Keperawatan.
- Maria Haryati (2019). Gambaran Pelaksanaan Supervisi Kepala Ruang Terhadap Perawat Pelaksana Dalam Keselamatan Pasien *Jurnal Kepemimpinan dan Manajemen Keperawatan*, Vol 2 No 1. DOI: <http://dx.doi.org/10.32584/jkkm.v2i1.165>
- Nadhifah, A., Kusumapradja, R., & Nofierni, N. (2022). Pengaruh Peran Kepala Unit dan Beban Kerja terhadap Budaya Keselamatan Pasien Melalui Implementasi Handover Perawat-Farmasi. *Jurnal Health Sains*, 3(1), 1-13.
<https://doi.org/10.46799/jhs.v3i1.391>
- Nelly Safrina , Siti Rahmah. (2019). OPTIMALISASI PELAKSANAAN SERAH TERIMA PASIEN ANTAR SHIFT KEPERAWATAN DI RUANG RAWAT INAP DEWASA RUMAH SAKIT X JAKARTA: PILOT STUDY. *Jurnal Kesehatan Almuslim*, Vol.IV No.8. ISSN: 2460-7134
- Riedel, E., & Ayala, W. 2017. Impact of a Standardized Tool on Handoff Quality in Nurse Change-of-Shift Reports. Retrieved from <https://remote-lib.ui.ac.id:2155/docview/1917708815/fulltextPDF/EC4FD555696D4031PQ/6?accountid=17242>
- Wiwin Sulistyawati, Arif Nurma Etika, Restu Novitasari. (2020). Factors Correlated With Quality Of Patient's Handover In Inpatient Room Of The Hospital. *Journal Of Nursing Practice* <http://thejnp.org> vol 3 No 2