

MENTORSHIP LEARNING AS AN EFFORT TO IMPROVE THE COMPETENCE OF THE RESPONSIBLE NURSE IN THERAPEUTIC COMMUNICATION PRACTICE: PILOT PROJECT

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ABSTRACT

Effective communication prevents unwanted events in the hospital. Factors that affect communication practices are caused by poor understanding of communication in teamwork. A good learning method is needed in the form of a mentor and mentee approach through mentorship. This study aims to apply the development of mentorship learning methods as an effort to increase the competence of nurses in charge of care (PPJA) in therapeutic communication practices. The method used is a pilot study on 60 nurses using mentorship observation and effective communication practices consisting of 30 items. The stage begins with problem identification, fishbone analysis, implementation and evaluation. Implementation takes the form of making guidelines, standard operating procedures, modules and role plays. The results of the study show that there is an increase in hand over knowledge of 30%, transfers of 40% and critical reports of 50%. The success of communication practices with an increase in the average hand over 45%, Transfer 40% and 35% critical reports. The success of effective communication practices is influenced by managerial support, willingness to learn and mentor mentoring with mentee. This study can be an evidence base for nursing management in nursing management in nursing communication practice.

Keywords: *effective communication; mentorship; nurse in charge; pilot project*

INTRODUCTION

One of the things that plays a role in improving patient safety in hospitals is the creation of effective communication. Patient safety is a system that makes patient care safer, including risk assessment, patient risk identification and management, incident reporting and analysis, the ability to learn from incidents and their follow-up, and implementation of solutions to minimize risks and prevent injuries. (Permenkes RI, 2017)

According to Rivai, F, et al (2016) in his research, the factors that influence the implementation of patient safety include communication, teamwork and supervision. From the

results of research conducted by Rivai, F, et al (2016) it was found that there was a significant relationship between these factors and the implementation of patient safety. In addition, in a research journal conducted by Sukei (2015), his research indicated that knowledge has a positive influence on the implementation of patient safety. The higher the knowledge, the performance of implementing patient safety also increases.

In carrying out nursing care so that quality and quality of course requires good communication between nurses and patients. Nurses who have good abilities and skills in terms of communication will easily establish relationships with patients and families. Good and correct communication is an important point that must be owned by every health worker, especially nurses. Communication is needed by nurses in providing nursing care services to both patients and families. This kind of ability is important and must be developed by nurses, so that it becomes a habit in every time they carry out their duties in providing health services in hospitals. (Anugraihini, Sahar, Mustikasari, 2010)

Skills in communicating in the implementation of nursing care are a very important part to be carried out in order to achieve optimal results of care given to patients, as well as reduce the incidence of medical errors caused by failure to communicate by health workers, including nurses (Simamora, 2020). Communication can be considered effective if it is timely, accurate, complete and well received by the recipient of the information, this aims to reduce errors and improve patient safety (Akhun, 2020).

Failure when communicating is mentioned as the main cause of sentinel events (unexpected and fatal events). The Joint Commission on Accreditation of Healthcare Organizations (2012), conducted a study of 2840 cases of unexpected and fatal events, from the results of the study it was concluded that 65% the root cause of the problem is communication and 75% of these communication cases result in patient death (Joint Commission on Accreditation of Healthcare Organizations, 2012).The latest data from The Joint Commission research in 2016, several hospitals in America reported from January to December 2015 found 744 cases of communication errors as the cause of incidents (Prio and Santoso, 2021)

According to research conducted by Mairosaa, et al. (2019) at Padang Pariaman Hospital, the results obtained were that over the past three years the parameter was patient safety with the incidence of KTD (unexpected events) totaling 15 events, KNC (near miss incidents) namely 41 events, and KTC (unexpected events). injury) there were 76 incidents. The results of his interviews with ten nurses, patient safety incidents were caused by inadequate infrastructure, one of which was the means for carrying out patient handovers, where there was

no SPO (Standard Operating Procedure) and a communication framework in the handover process.

In health services there are 70-80% errors caused by poor understanding communication within the team, good teamwork can help reduce patient safety problems (Team's WHO, 2010). Communication is one way for the medical team to cooperate in the patient treatment process according to Service Standards. Medical professionals who rely too much on medical skills but ignore the importance of communicating with patients are considered arrogant, but at the same time they also endanger the lives of patients in their own careers in carrying out their work in the future (Alfarizi and Nuryana, 2019). Communication of various information regarding patient development between health professionals in hospitals is a fundamental component in patient care (Riesenberg, 2010).

METHOD

This research method uses a pilot project with identification of problems, determination of problems and determination of interventions and implementation along with discussion with fishbone analysis. The sample of this study were 60 nurses in the treatment room at X Hospital. Identification of the initial assessment through interviews, observation and questionnaires. Interviews were conducted with the head of the room and the nurse in charge of care (PPJA) with 10 items related to mentorship learning and effective communication practices. Observations were made when nurses practiced effective communication with 15 items related to hand overs, patient transfers and critical reports. While the questionnaire related to the knowledge of nurses in effective communication practices as much as 20 minutes. Research instrument that used for data collection include: mentorship has been validated $\alpha = 0.87$ by Ika Suhartanti's research, while the effective communication practice instrument by Indi Erhwani's research has a validity of $\alpha = 0.85$.

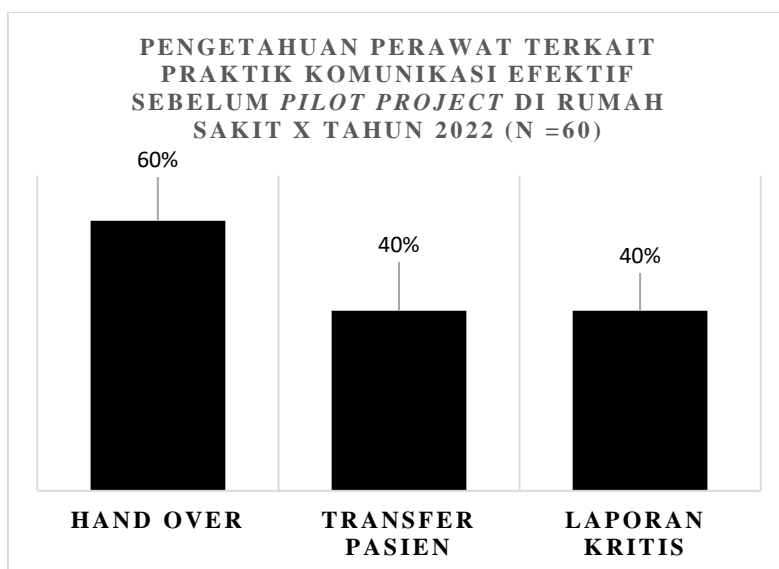
The data found was analyzed using a fish-bone diagram, then priority was determined. Furthermore, using plan-do-study-action (PDCA) with a theoretical approach to the function of nursing management, namely planning, organizing, staffing, actuating and controlling. Researchers implemented PDCA in the form of developing a mentorship learning module for PPJA, an effective communication practice module. Furthermore, a workshop was held with an active learning process for PPJA related to mentorship and effective communication practices. PPJA who have applied the mentorship learning method in the treatment room to implementing nurses and carried out continuous supervision to see the development of effective communication practices by researchers.

Process evaluation is carried out every day with supervision, while evaluation of the results of the pilot project is carried out three weeks using the same instrument. The results of this evaluation can be used as recommendations and follow-up plans (RTL) for implementing effective communication practices at X Hospital. This research is a pilot project that has passed an ethics test at the Pontianak Ministry of Health Polytechnic with no.64/KEPK-PK.PKP/IV/2022.

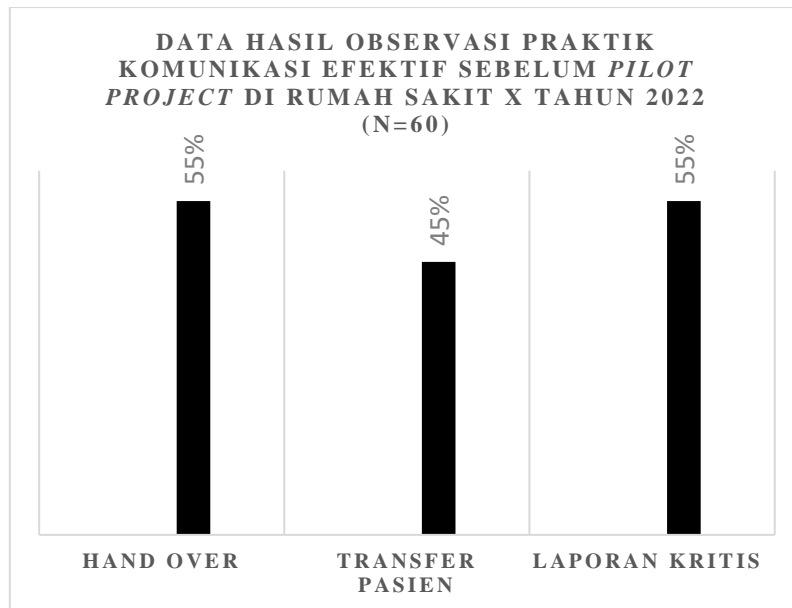
RESULTS AND DISCUSSION

The initial assessment looked at the knowledge and implementation of nurses practicing effective communication. Graph 1 shows the results of nurses' knowledge related to effective communication before innovation in 60 nurses. It was found that the results of the nurse's knowledge were still not optimal, including hand over communication 60%, patient transfer communication 40% and critical reports the nurse answered correctly.

Researchers also made observations of nurses' communication practices. The results showed that 45% of handovers, 55% of patient transfers and 45% of critical reports were done by nurses correctly. This shows that effective communication practices are not yet optimal according to standards with a target of 80%.



Graph 1. Description of nurses' knowledge related to effective communication at X Hospital (n = 60)



Graph 2. An overview of the results of observations of effective communication practices at X Hospital (n=60)

FISH BONE ANALYSIS

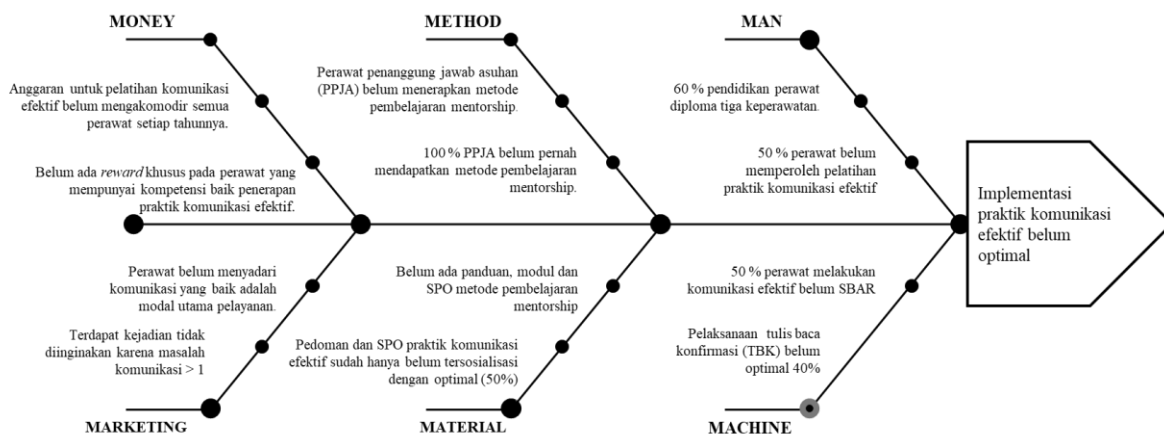


Diagram 1. Fishbone diagram of effective communication practices at X Hospital

In Diagram 1 it can be seen that effective communication practices have not been optimally implemented. From Man's analysis, it can be seen that 60% of the nurses have a diploma in three in nursing and 50% of the nurses have not received training in effective communication practices. Machine analysis shows that 50% of nurses communicate effectively without using situation, background, assessment and recommendation (SBAR). Implementation of write read confirmation (TBK) is not optimal 40%. Method analysis The nurse in charge of care (PPJA) has not implemented the mentorship learning method. 100% of PPJA have never received the mentorship learning method. In abalisa money, the budget for effective communication training does not accommodate all nurses each year. There is no special reward for nurses who have

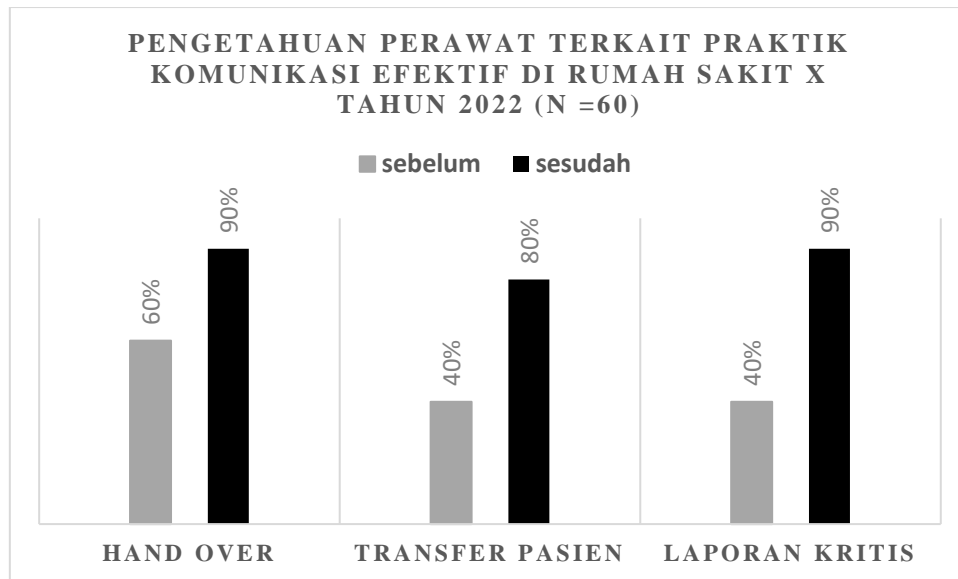
good competence in implementing effective communication practices. Nurse marketing analysis has not realized that good communication is the main capital of service. There was an unwanted event due to communication problems > 1.

Based on the fish-bone analysis, a plan of action (POA) was carried out using the PDCA concept with a nursing management function approach: planning, organizing, staffing, acting and controlling (POSAC).

The implementation carried out in this pilot project uses a management function approach. Implementation of a pilot project by compiling a planning of action (POA). The POA is prepared together with the head of space and PPJA. The team plans pilot project objectives, guidelines, SOPs for effective communication practices for nurses. For PPJA to develop modules and role play scenarios of the mentorship learning method. The next stage of the management function is organizing and staffing to coordinate with the heads of the sub-sectors of nursing and midwifery services as well as the heads of the medical nursing services. The results of the coordination obtained directions for improving the guidance modules and SOPs that had been prepared. Furthermore, the preparation of the description and role of PPJA in the mentorship learning method.

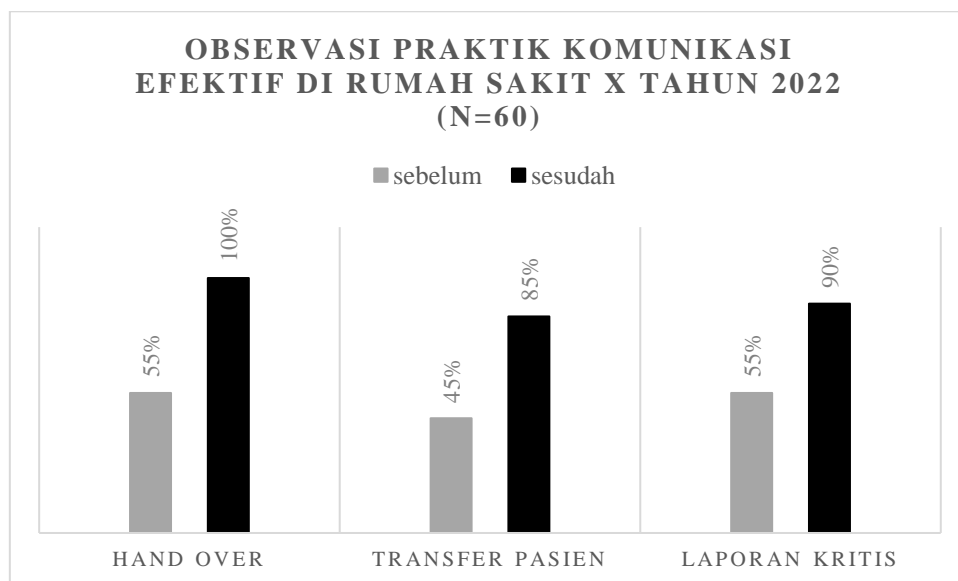
At the Actuating stage the research team conducted a mentorship learning workshop on effective communication practices. PPJA is declared competent to assist nurses in carrying out effective communication practices if they have passed the knowledge and role play tests. Furthermore, PPJA will implement effective communication practices in the treatment room for implementing nurses. Implementation is carried out for three weeks by providing supervision, good direction during effective communication practices. PPJA assists nurses one by one and observes the development of effective communication practices.

At the controlling stage, an assessment of the nurse's ability to practice effective communication is carried out according to hospital standards. The controlling function is a form of evaluating a pilot project that has been planned with a common goal. From the evaluation results can be used as recommendations and sustainable policies in care services and reduce the number of unwanted events.



Graph 3 Knowledge of nurses regarding effective communication practices at X Hospital in 2022

Graph 3 shows an increase in the knowledge of nurses by 30% in the practice of effective hand over communication, 40% in patient transfers and 50% in critical reports



Graph 4 Observation of effective communication practices at hospital X in 2022

Graph 4 illustrates an increase in effective handover communication practices by 45%, patient transfers by 40% and critical reports by 35%.

Communication is a complex process that includes speaking, listening, writing and reading skills. The communication process must pay attention to six important elements,

namely recipient, message, intonation, hearing, receiver and feedback. Many health communication failures are due to physical barriers, noisy environments, the desire to finish the conversation and lack of understanding regarding procedures (Ondondo, 2015). To overcome this, efforts are needed to improve communication skills. Efforts that can be in the form of involvement of all organizational structures in the hospital through good management functions. The management function is to support effective communication practices through planning, organizing, staffing, actuating and controlling the nursing services that will be provided (Ferrández-Antón et al., 2019).

Effective communication practices are part of patient safety (patient safety) is a system in which the hospital makes safer patient care in an effort to prevent injury caused by errors due to carrying out an action or not taking the action that should be taken (Aranaz-Andrés et al., 2011). The objectives of communication practices for patient safety include creating a culture of patient safety in hospitals, increasing hospital accountability to patients and the community, reducing unexpected events (KTD) in hospitals, taking precautions so that unexpected events will not occur. (Nursery & Champaca, 2018).

Barriers to effective communication practices Several factors contributed to the low number of incident reports, namely as follows: Incident reporting is still perceived as a nurse's job, anyone or all staff who first discovered the incident and those involved in the incident should make the report. (Wahyuni. R & Rosa, 2018). Incidents that occur are often underreported, incidents are reported but are often late and the report is poor in data. The existence of a culture of blame (blame culture) is the cause of delays in reporting incidents for fear of being blamed by management and related units (there is fear of officers reporting (Hospital Accreditation Commission, 2022)

The nurse's role in effective communication practices makes patient care safer, including risk assessment, identification and management of risks to patients, reporting and analysis of incidents, the ability to learn from incidents and their follow-up, and implementation of solutions to minimize risks and also prevent injuries caused. mistakes resulting from carrying out an action or not taking the action that should be taken (Isnaini & Rofii, 2014; Nela et al., 2021; Neri et al., 2018).

Implementation of effective communication practices in integrated care includes communication among nurses, nurses with other professions and nurses with patients. The communication method used by nurses with nurses and other professions with situation, background, assessment, recommendation (SBAR) (Ferrández-Antón et al., 2019). The SBAR

method is used when nurses hand over patients, critical reports and patient transfers. Meanwhile, communication between nurses and clients using therapeutic communication is used to help the healing process during treatment. The therapeutic communication phase consists of the pre-interaction, introduction, work and termination phases

CONCLUSION

This study demonstrates the success of the pilot project in implementing the mentorship learning method for effective communication practices. The success of the pilot project was influenced by the existence of a good management function in the service sector and tiered supervision from PPJA to implementing nurses. This pilot project can form the basis for regulation of effective communication practices

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