



Knowledge Analysis of Pregnant Mothers About Newborn Treatment  
(Diah Nurhidayati, Tuti Yanuarti)

The Relationship Between Nurse Supervision With Compliance Toward Handover During The Pandemic COVID-19 in Indonesia  
(Dudi Mauludin, Lia Idealistiana)

The Effect of Father's Education on Increasing Knowledge, Attitudes, and Practice of Health Protocols in Preventing COVID-19 in Nursing Students  
(Sarma Eko Natalia Sinaga)

Behavior Prevention Modification of Non-Communicable Diseases During the COVID-19 Pandemic Using Android-Based Telenursing Application "SI-TELUR PETIS"  
(Mei Rianita Elfrida Sinaga, Indrayanti, Muhammad Irfan)

The Effect of Touch Less Spiritual Therapy and Yin Yoga Toward Student's Perceived Stress During Covid-19 Pandemic  
(Oda Debora, Sulistyono)

Mix Method Impact of Exposure of Inhalants Exposure "Glueing" on Street Children Community in Kendari City  
(Asbath Said, Mikawati, Wa Ode Rahmadania, Sartini Risky)

Experiences of Aggressive Behavior Patient after Physical Restraint in Mental Hospital, A Qualitative Study  
(Iyus Yosep)

The Relationship of Brith Ball Therapy on Primigravida Mothers With A Fair Delivery Process  
(Novianti, Feva Tridiyawati)

The Effect of Three Good Things Technique on Self-Leadership to Nursing Students  
(Diwa Agus Sudrajat, Andalis Munawaroh Aisyah, Suci Noor Hayati, Tria Firza Kumala)

The Effectiveness of Soaking the Feet in Salt Water to Reduce the Degree of Edema in Pregnant Women Trimester III  
(Arlinda Patola, Feva Tridiyawati)

The Effectiveness of Fingerhold Relaxation Techniques and Lemon Aromatherapy Towards Reducing Pain Intensity in Post Section Caesarian Patients  
(Fenty Ika Wardani, Elfira Sri Fitriani)

Diabetes Distress: Assessment and Screening of Stress Levels Among People with Diabetes Mellitus  
(Asbath Said, Mikawati, Waode Rahmadania, Ahmad Mudatsir)

Telerehabilitation In Monitoring Treatment of Heart Disease Patients: Literature Review  
(Wahyuni Arni, Yuliana Syam, Syahrul)

Communication Therapy in Stroke Patients with Aphasia: A Narrative Review  
(Sally Syamima, Urip Rahayu, Nur Oktavia Hidayati)

Combination of Music and Guided Imagery on Relaxation Therapy to Relief Pain Scale of Post-Operative Patients  
(Nur Hidayat, Rudi Kurniawan, Yudisa Diaz Lutfi Sandi, Esti Andarini, Fidya Anisa Firdaus, Heri Ariyanto, Reffi Nantia Khaerunnisa, Henri Setiawan)

Telerehabilitation In Monitoring Treatment of Heart Disease Patients: Literature Review  
(Erma Wahyu Mashfufa, Ranti Kurnia Sari, Navy Sealsi Adinda Prisca Marina, Nur Aini, Lilis Setyowati, Ollyvia Freeska Dwi Marta)

The Effect of Tai Chi Exercise on Reduction the Risk of Falls in the Elderly: A Literature Review  
(Novya Ashlahatul Mar'ah)

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## Research Article

# The Relationship Between Nurse Supervision With Compliance Toward Handover During The Pandemic COVID-19 in Indonesia

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### Abstract

**Aims :** Knowing the optimization of the implementation of supervision on nursing handover compliance.

**Methods :** Analytical with cross sectional. The sample in this study were 51 nurses in the inpatient room, the sampling technique was Total Sampling.

**Results :** Of the 51 respondents most of the respondents carried out supervision as many as 45 people (88.2%) and 6 people did not carry out supervision (11.8%). Based on compliance, most of the compliant did handovers as many as 43 people (84.3%) and those who did not comply with handovers as many as 8 people (15.7%). There was a significant relationship between the implementation of supervision and handover compliance (p value 0.006).

**Conclusions :** There is a significant relationship between the implementation of supervision and handover compliance so as to obtain optimal results. It is hoped that there will be solid cooperation between the head of the room and the implementing nurse so that it can produce good performance.

### Keywords

Handover, nursing, compliance

## INTRODUCTION

The role of nurses in handling the Covid-19 pandemic has a considerable meaning in the health services provided. Nurses provide direct care for confirmed Covid-19 patients, become a responsive team and help manage the existing management system during the pandemic with their competencies and expertise (1).

The nursing care provided cannot be underestimated, because it is precisely with this nursing care function

that it is able to support services to prevent the spread of Covid-19. One form of implementation that is carried out is the management of nursing care in the inpatient room when changing shifts. The handover of patients between nursing shifts is one aspect that plays an important role in patient safety (2).

Handover is a very important process in the implementation of nursing care because it relates to patient safety and the continuity of nursing care to patients. Handover

(patient handover) is the process of transferring the main authority and responsibility to provide 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 (3). Implementing ineffective handovers can affect patient safety and condition information. This can result in the omission of important information regarding the patient's condition and delays in providing care. This can pose a danger to patients and even contribute to an increase in patient mortality. The dangers that arise mostly occur due to the lack of effective communication between medical officers and other health workers (4).

The implementation of handovers during the Covid-19 pandemic has its own challenges. This is because the transmission of the virus is so fast that nurses must maintain a safe distance and be more alert to the risk of transmitting Covid-19. Nurses are required to continue to carry out handover activities effectively in order to reduce the risk of patient safety incidents and prevent transmission to nurses. Implementing ineffective handovers can increase patient length of stay and complications (5). Handovers that are carried out poorly, lack of implementation of the handover system will have a high risk of causing unwanted events, increasing patient and family complaints, delays in care and treatment, inappropriate nursing and treatment actions, vulnerable to lawsuits, lengthening the duration of patients being hospitalized, increasing the cost of care and endangering patient safety (6).

The application of nursing care in handovers between shifts has not been continuously carried out in nursing services. While the main strength of handover between shifts is the competence of nurses in understanding problems and determining sustainable nursing care for the patients being treated (7). Handover carried out must be in accordance with nursing care standards, supervision needs to be carried out so that the implementation process and results can be assessed. 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 (8).

Supervision activities that are not carried out properly will have an impact on the performance of the implementing nurses as well as the occurrence of declining or not optimal health services so that there can be a tendency for unexpected events or near injuries that are contrary to patient safety. The decrease in nurse performance will affect the quality of health services (9). Based on the above, the researcher is interested in conducting a study entitled "Optimizing the implementation of supervision on nursing handover compliance.

## METHODS

### Study design

The research method uses analytic with a cross sectional approach.

### Sample

The population in this study were all nurses who served in the inpatient room as many as 51 people (total sampling).

### Instrument

Data collection was carried out using primary data, namely data obtained from the results of distributing questionnaires. The data collection instrument used was a questionnaire with have good validity and Cronbach alpha was 0.87 in the current study.

### Data analysis

The analytical method used is univariate analysis and bivariate analysis with Chi Square test.

## RESULTS

Of the 51 respondents most of the respondents carried out supervision as many as 45 people (88.2%) and 6 people did not carry out supervision (11.8%). Based on compliance, most of the compliant did handovers as many as 43 people (84.3%) and those who did not comply with handovers as many as 8 people (15.7%).

In bivariate analysis, of the 45 respondents whose supervision was carried out, most of them obeyed the nursing handover as many as 40 respondents (88.9%) and of the 6 respondents whose supervision was not carried out most of them did not comply with the nursing handover as many as 4 respondents (66.7%). The results showed that the Chi-Square statistical test obtained a p value of 0.006 (p. value < 0.05), which means that there is a significant relationship between the implementation of supervision and nursing handover compliance.

## DISCUSSION

From the results of the study, it was found that from 51 respondents,

most of the respondents carried out supervision as many as 45 people (88.2%) and 6 people did not carry out supervision (11.8%). Nursing supervision is a monitoring and coaching activity that is carried out continuously by supervisors including nursing service problems, personnel problems and equipment so that patients get quality service at all times (10). The head of the room is the first-line management who carries out his role and function in assessing nursing service activities. Clinical supervision gives nurses the opportunity to improve the quality of patient care and maintain existing standards of care (Rushdy, 2019). The results of this study are in line with research conducted by (11), which said that most of the supervision was carried out well as much as 51.4%. According to the assumption of researchers at Tugu Koja Hospital, most of the supervision was carried out well, this was because it was related to the implementation of Handover. This handover can be effective if the nurse uses the standards that apply in the hospital, and requires monitoring from the head of the room to maintain the quality of nursing care. The head of the room plays a role in supervising the implementation of the handover. The head of the room has a direct role in the implementation of the handover.

From the results of the study, it was found that out of 51 respondents, most of them obeyed to do handovers as many as 43 people (84.3%) and those who did not comply with handovers as many as 8 people (15.7%). Compliance is a change in behavior from behavior that does not obey the rules to behavior that obeys the rules (12). The results of this study are in line with the results of research conducted by (6) which said

that the majority of respondents obeyed the implementation of handovers as much as 82.5%.

According to the researchers from the results of the study, it was found that most nurses were obedient in doing handovers, this was because most of the nurses with 2 years of work, aged 25-35 years and had high education. In addition, supervision is also carried out properly so that they are obedient in carrying out handovers. This non-compliance occurs because of the respondent's intrinsic motivation problems, such as from his interests or the respondent's mood (mood) which can affect how he works. The characteristics of the respondents discussed above such as age, gender, length of work, last education and gender are not related to the level of compliance of the nurse. According to the researcher's analysis, respondents do not seem to care whether they are motivated or not and this does not affect them in carrying out handovers obediently, this can also happen because of the lack of strict application of regulations regarding handovers.

From the results of the study, it was found that of the 45 respondents whose supervision was carried out most were obedient to nursing handovers as many as 40 respondents (88.9%) and of the 6 respondents whose supervision was not carried out most of them did not comply with nursing handovers as many as 4 respondents (66.7%). The results showed that the Chi-Square statistical test obtained a p value of 0.006 (p. value < 0.05), which means that there is a significant relationship between the implementation of supervision and nursing handover compliance. According to (13), supervision is one of the functions of a

leader in an effort to maintain the quality of service and patient safety in the area of his duty. In the nursing room, supervision activities are carried out by the head of the room. The head of the room as the person who is given the responsibility to manage services in a nursing room has a big enough contribution to increase nurse compliance in identifying patients through motivation, communication and guidance activities. Implementation of supervision includes activities of normative supervision, formative supervision and restorative supervision.

The handover between nursing shifts is an important phase in the patient care process because it involves the competence of nurses in maintaining effective nursing care and protecting patient safety, especially during a pandemic. Effective communication as an important point in the handover is also a concern for the optimal implementation of the handover. The head of the room should have a very strong role in directing the activities carried out as a form of direction on the quality of service in the unit he leads. Supervision from nursing managers to ensure that communication in handovers between shifts goes well is one of the strategies in optimizing nursing services (14). The head of the room plays a role in supervising the implementation of the handover. The head of the room has a direct role in handover implementation compliance (15). The results showed that there was a significant relationship between the implementation of supervision and handover compliance. The results of this study are in accordance with the research of (16) which states that there is a significant relationship between the implementation of room head



supervision and handover compliance (p value < 0.05).

According to the researcher's assumptions on the results of research at the Tugu Koja Hospital, it was found that there was a significant relationship between the implementation of supervision and handover compliance, it can be seen that supervision will increase the effectiveness and work efficiency of the implementing nurses. Supervision must be carried out in such a way that good cooperation is established between superiors and subordinates, especially when carrying out problem solving efforts to prioritize the interests of subordinates. Based on the results of the study, it can be seen that the implementation of supervision was carried out well by 88.2% and compliance with handovers by 84.3%. This shows that the better the leadership of the head of the room, the better the handover implementation will be. This is in accordance with the opinion of (10) which states that the skills of a leader in this case the head of the room, among others, must be able to make decisions, be good communicators, evaluators, facilitators, motivators, teachers, critical thinkers, look ahead, solve problems creatively. a change agent and become a role model for his subordinates and is integrated with management capabilities from planning to evaluation.

## CONCLUSION

Most of the supervision was carried out and the handover compliance was greater than the respondents were obedient in carrying out the handover. It is proven that there is a significant relationship between the implementation of supervision and

handover compliance. The head of the room in the implementation of the handover must play an active role in it starting from the preparation, implementation to evaluation and documentation stages.

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