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## Original Research

# Improving Nurse Job Satisfaction in The Handover Process by The Documentation-Based SWITCH Handover Method

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## ABSTRACT

**Introduction:** Implementation of the SWITCH handover method in the Operating Room has traditionally been conducted verbally, without standardized documentation. Effective handover is critical in perioperative settings, where detailed, timely, and accurate communication is essential. To address this issue, this study aimed to evaluate the effect of applying a documentation-based SWITCH handover method on nurse job satisfaction during the handover process.

**Method:** This study was a pre-experimental design with a one-group pretest-post-test approach. Independent variable in this study was the application of the documentation-based SWITCH handover method, while the dependent variable was nurse job satisfaction during the handover process. The population consisted of all surgical nurses working in the operating room. A total sampling technique was used, resulting in 41 respondents who met the inclusion criteria. Data were collected using a structured questionnaire designed to measure job satisfaction before and after the implementation of the SWITCH handover method.

**Results:** The results showed that after the documentation-based SWITCH handover method was applied, satisfied respondents increased to 8 respondents and no respondents felt unsatisfied with the score of mean pretest = 65.98 increase to 70.12 of the mean posttest. The results of the paired t test show that the p value = 0.005 with  $\alpha = 0.05$ , this shows that the p value = 0.005 <  $\alpha = 0.05$  it means there is an effect of applying the documentation-based switch handover method to nurse job satisfaction in the operating room.

**Conclusion:** Nurses should be able to improve their ability to provide services to patients, especially in the handover process by attending seminars or training related to handover so that nurses can carry out their duties better and can feel more satisfied and comfortable at work.

## Cite this as:

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## 1. INTRODUCTION

Patient safety is an effort that carried out by the hospital to make patient care safer, one indicator of the quality of nursing services at the hospital is effective communication (Reskiki & Ilfa, 2018). Nursing activity services related to effective communication are handover activities in hospitals

(Sudrajat et al., 2021). Ineffective communication is commonly found during patient handovers and is considered to be around 65% of the main causes of gaps in patient care, thus impacting nurse job satisfaction and can even cause unexpected events (Sulastien et al., 2021). The implementation of the SWITCH handover method so far has been carried out verbally in the Sidoarjo Hospital operating room and there is still a lack of delivery regarding the patient's

condition and the actions to be taken, so the officer needs to reconfirm by telephone to the previous shift and the officer being called becomes uneasy and confused. That's why the implementation of the documentation-based SWITCH handover method needs to be applied so that the handover process becomes more optimal.

Based on data from Patient Safety Incident Reports in Indonesia, it was found that the percentage of types of incidents reported was 38% Near miss, 31% No Harm, and 31% Adverse (Daud, 2020). Trinesa et al., (2020) in their research explained that the handover process in nursing activities can cause patient safety problems. This is because 80% of these problems cause medical errors. Handover activities that are not accompanied by effective communication can cause errors that can harm the patient. The results of Dalky et al., (2020) show that the application of effective communication during handovers at the Soehadi Priyonegoro Hospital posttest results obtained 31.67, an increase of 40.09 with a p value 0.001 which states that effective communication during handover affects nurse satisfaction. Based on the results of interviews with the head of the Sidoarjo Hospital operating room, it was found that the handover implementation data had used the SWITCH method, but it still could not be applied optimally, due to a lack of understanding by nurses regarding this application.

Nurses are required to have good ability and responsibility in carrying out each of their duties including the ability to collaborate and communicate effectively with patients or also with other health teams. Ineffective communication causes errors in carrying out tasks, so that results are not in accordance with what is expected and can also cause poor relations between nurses and superiors, which in turn causes job dissatisfaction (Hasibuan et al., 2022). Effective communication is implemented in accordance with handover standards. Hand off bedside is carried out so that nurses provide each other with the patient information needed to ensure ongoing care and patient safety, provide opportunities to describe the patient, and ask questions about things that are not yet understood. Effective communication can increase health workers' awareness of the impact of communication on patient safety, satisfaction and communication between health teams increases (Purwaningsih, 2022). One of communication form in the nursing process is handover. Submission of information during the handover is carried out in various ways, one of which is by using the SWITCH method which consists of Surgical Procedures, Fluid (Wet), Surgical Instruments (Instruments), Body Tissue (Tissue), Count (Count), and Validation (Have Any Questions). This documentation-based switch hand over method is an effective communication technique aimed at helping nurses convey more structured and clear information during intraoperative handover. This method is implemented to help the process of good

communication between individuals and teams as well as maintain patient safety and minimize patient safety incidents (Mardiana et al., 2019).

The strategy that can be used to reduce errors caused by communication and to improve patient safety is to increase nurses' understanding of the importance of communication during handovers. The method that can be used is by giving coaching to the nurses Coaching is a method of guidance given to achieve the best performance Coaching regarding patient safety is the most important step in ensuring health and attention to the phenomenon of professional communication is very important in reducing the incidence of error. Program coaching effective methods are supported by various factors such as materials, methods and media (Sulastien et al., 2021). Based on the background description, the author tries to study and write it down in the form of a scientific paper with the title "The effect of the application of the documentation-based switch handover method on nurse job satisfaction in the handover process in the Operating Room of Sidoarjo Hospital".

## 2. METHODS

### 2.1 Design

The research design used is Pra experiment with approach Pretest posttest design.

### 2.2 Population, Sample and Sampling

The research population was all surgical nurses in the operating room of Sidoarjo General Hospital, Indonesia consisting of 46 nurses. The research sample was determined using the Slovin formula which was taken using a simple random sampling technique of 41 respondents. The inclusion criteria for respondents included having worked for 42-48 hours a week and having an account to access electronic medical records (EMR). While nurses who were on leave were excluded from the study.

### 2.3 Variable

The variable of this research is the application of the switch method handover based on documentation as the independent variable and job satisfaction as the dependent variable.

### 2.4 Instruments

Data was collected with a questionnaire instrument. The job satisfaction questionnaire in this study was created by researchers in accordance with the Job satisfaction indicators according to Kaswan (2017). The questionnaire consists of 15 statements (8 positive and 7 negative statements) with answers using a Likert scale approach, namely strongly agree, agree, undecided, disagree and strongly disagree. Positive statements with the answer strongly agree will get a score of 5, agree 4, undecided 3, disagree 2 and strongly disagree 1, while negative statements get the opposite score for each answer so the total score is 75. The satisfaction criteria are divided into 3, very satisfied, quite satisfied and dissatisfied so that the total score is divided into 3.  $\leq 25$  dissatisfied,

26-50 satisfied and >50 very satisfied. Researcher conducting a validity and reliability test of the research instrument where the results of the validity test showed that all calculated  $r$  values were greater than the  $r$  table value with an  $r$  table value (0.632) so that all questions in the research questionnaire were declared valid. while the results of the reliability test obtained a Cronbach alpha value of 0.972 greater than 0.6.

## 2.5 Procedure

Data collection was carried out after obtaining research permission from the Director of RSUD Sidoarjo which began with a research ethics test. Furthermore, the researcher coordinated with the head of the operating room to apply the documentation-based SWITCH handover method in the operating room of Sidoarjo Hospital. Beginning with the socialization of researchers to respondents about their research, the instruments used and the implementation techniques. The first time the researchers approached the nurses to become respondents by signing the sheet informed consent. Then the researcher gave a pre-test job satisfaction questionnaire to all respondents. Furthermore, the researcher collaborated with the head of the room to implement the handover method in the form of a documentation-based switch handover method which was carried out in all shifts for 8-15 minutes each, each respondent had the opportunity to do the switch handover method at least 3 times which could be carried out in all shifts for 3 weeks. Next, the researcher gave a posttest job satisfaction questionnaire. After all the data has been collected, it is then processed and tested.

## 2.6 Data Analysis

The statistical test that was carried out for the first time was the data normality test where the researcher used the Kolmogorov Smirnov test to find out the normality of the data first, where the test results showed that the data was said to be normally distributed, meaning that the statistical test used was the parametric test. The parametric statistical test used in this study was the paired  $t$  test cause based on the results of the data normality test using the Kolmogorov Smirnov test, the  $p$  value of the two data groups (pre = 0,095 and posttest = 0,072) is greater than  $\alpha = 0,05$  so that the data is said to be normally distributed.

## 2.7 Ethical Clearance

This research has been declared ethically appropriate by the Health Research Ethics Committee of the General Hospital of Sidoarjo Regency with certificate number 893.3/006/438.51211/2023. This research were containing three main principles, namely:

### 1) Beneficence

This principle prioritizes human safety that basically above all should not endanger the research subject.

### 2) Respect for Human Dignity

### 3) Get Justice

This principle contains the right of subjects to get fair treatment and their right to get personal freedom.

## 3. RESULTS

### 3.1 Characteristics of Respondents Based on Demographic Data

Table 1 shows that based on the age of the respondents, data was obtained most of the respondents aged 31-40 years as many as 27 respondents (65.9%). Based on the gender of the respondents, it was found that the majority of respondents were male, as many as 25 respondents (61%). Based on the length of work, it was found that the majority of respondents had worked for 2-10 years as many as 31 respondents (75.6%). Based on the education of the respondents, it was found that the majority of respondents had an educational background of Diploma Nursing as many as 26 respondents (63.4%).

### 3.2 Job Satisfaction before the Implementation of the Documentation-Based SWITCH Handover Method

Based on table 2 shows that the average value of Job Satisfaction before being given the Implementation of the Documentation-Based SWITCH Handover Method =  $65.98 \pm 9.928$ , minimum value = 35, maximum value = 75 and standard error = 1.551. So before being given the Implementation of the Documentation-Based SWITCH Handover Method respondent satisfaction is very satisfied.

### 3.3. Job Satisfaction After Applying the Documentation-Based SWITCH Handover Method

Based on table 3 above shows the average value of satisfaction after being given the Implementation of the Documentation-Based Switch Handover Method was  $70.12 \pm 9.078$ , minimum value = 58, maximum value = 75 with standard error = 1.418. So after being given the Implementation of the Documentation-Based SWITCH Handover Method respondent satisfaction is very satisfied.

### 3.4. Effect of Documentation-Based SWITCH Handover Method Application On Nurse Job Satisfaction

Based on table 4 shows the average pretest value obtained the value of job satisfaction before being given the Application of the Documentation-Based Switch Handover Method =  $65.98 \pm 9.928$ , minimum value = 35, maximum value = 75 and standard error = 1.551. whereas in the posttest scores, the average value of satisfaction after being given the Application

Table 1. Characteristics of Respondents Based on Demographic Data in the Operation Room Sidoarjo Hospital in February 2023

Demographic data	Criteria	N	%
Age	21-30 years	9	22.0
	31-40 years	27	65.9
	41-50 years	3	7.3
	> 50 years	2	4.9
	Total	41	100
Sex	Male	25	61
	Female	16	39
	Total	41	100
Length of Work	< 2 years	0	0
	2-10 years	31	75.6
	> 10 years	10	24.4
	Total	41	100
Education	Diploma nursing	26	63.4
	Bachelor of nursing	15	36.6
	Master of nursing	0	0
	Total	41	100

Table 2. Frequency Distribution of Respondents Based on Job Satisfaction before the Implementation of the Documentation-Based SWITCH Handover Method in the Operating Room of Sidoarjo Hospital in February 2023

Job Satisfaction	Value
Mean	65.98
Deviation standart	9.928
Minimum	35
Maximum	75
Std. Error	1.551

Table 3. Frequency Distribution of Respondents Based on Job Satisfaction after the Implementation of the Documentation-Based SWITCH Handover Method in the Operating Room of Sidoarjo Hospital in February 2023

Job Satisfaction	Value
Mean	70.12
Deviation standart	9.078
Minimum	58
Maximum	75
Std. Error	1.418

Table 4. The Effect of Using the Documentation-Based Switch Handover Method on Nurse Job Satisfaction in the Operating Room of Sidoarjo Hospital in February 2023

Job Satisfaction	Pretest	Posttest
Mean	65.98	70.12
Standar Deviasi	9.928	9.078
Minimum	35	58
Maximum	95	95
Std. Error	1.551	1.418
Paired t test	p = 0.005	

of the Documentation-Based Switch Handover Method was  $70.12 \pm 9.078$ , minimum value = 58, maximum value = 75 with standard error = 1.418. so

that an average increase in job satisfaction value of 4.14 was obtained.

The results of the paired t test showed that the p value = 0.005 with  $\alpha = 0.05$ , this indicates that the p value  $< \alpha$ , then  $H_0$  is rejected, meaning that there is an effect of the application of the documentation-based SWITCH handover method on nurses' job satisfaction in the operating room of Sidoarjo Regional Hospital.

#### 4. DISCUSSION

This study aims to assess the level of nurses' job satisfaction prior to the implementation of the documentation-based SWITCH handover method in the operating room of Sidoarjo Regional. The discussion section was set following the aims of the study, as written as follows:

##### 4.1 Job Satisfaction before the Implementation of the Documentation-Based SWITCH Handover Method

The results showed that the average job satisfaction score was 65.98, which is quite satisfied and there were still respondents who felt dissatisfied. The results of this study are in line with research conducted by Rahmatulloh et al., (2022), which shows the results that as much as 75% of team leaders have the ability to fill in handover forms and handover submissions using the SBAR method properly. So this SBAR method handover management innovation can be used to develop handover capabilities as an effort to increase effective communication. The difference between the current research and previous research is in the handover method used, namely previous researchers using the SBAR communication method, while the current method uses the documentation-based SWITCH handover method. In addition, previous research uses the dependent variable as effective nurse communication, while the current research uses nurse job satisfaction.

Nurses are required to have good skills and great responsibility in carrying out their duties including the ability to collaborate and communicate effectively with patients or with other health teams. Ineffective communication causes errors in carrying out tasks, so that results are not in accordance with what is expected and can also cause poor relations between nurses and superiors, which in turn causes job dissatisfaction (Hasibuan et al., 2022).

According to the researchers, the results of this study indicate that prior to implementing the documentation-based switch handover method, the respondent was quite satisfied with the work he was carrying out, because the respondent was able to carry out communication by conveying information to the next duty nurse regarding the conditions and actions to be taken to the patient properly. There were 4 respondents who felt dissatisfied because the respondents felt that during the handover or weigh-in process there was still some information that had not been conveyed so that the respondent had to confirm with the nurse on duty for the replacement regarding the instructions to be carried out even though they had already returned home, this situation

is still common occurs so that respondents feel uncomfortable and dissatisfied with the work they have done.

One of the factors that influence the job satisfaction of respondents is the age factor of the respondents where in table 1 it is found that the majority of respondents are aged between 31-40 years as many as 27 respondents (65.9%), based on cross tabulation between age and pretest job satisfaction obtained data from 27 respondents aged 31-40 years said that almost all of them were quite satisfied with the performance shown by 22 respondents (81.8%). According to Barbaccia et al., (2022), explains that the more mature a person's age is, it is hoped that his technical maturity will increase and his psychology will also increase. A person is able to show mental maturity, is able to make wise decisions and is able to think rationally, is able to control emotions and is tolerant of the views of others so that in determining attitudes they tend to be more evaluative and more mature.

According to the assumptions of the researchers, most of the respondents in this study were late adults so they already had sufficient experience and insight regarding performance that must be shown in providing services, including in a good handover process so that they can show positive attitudes and behavior in collaborating with fellow officers both in one room and with another room and also respondents can receive and understand the information provided related to the patient's condition or the action to be given to the patient, so that many respondents feel quite satisfied in carrying out their work.

##### 4.2 Job Satisfaction After Applying the Documentation-Based SWITCH Handover Method

This study aims to identify nurses' job satisfaction after the implementation of the SWITCH handover method based on documentation in the operating room of Sidoarjo Regional Hospital. The results showed that the average job satisfaction score was 70.12, which was quite satisfied and no respondents felt dissatisfied. The results of this study are in line with research conducted by Dalky et al., (2020), which shows that the application of effective communication during handovers at the Soehadi Priyonegoro General Hospital hospital posttest results obtained 31.67 increased by 40.09 with a p value of 0.001 which stated that effective communication during handovers affected nurse satisfaction. The difference between previous research and current research is that previous researchers used the SBAR effective communication intervention and the current research used the documentation-based SWITCH Handover method. while the dependent variable has the same variable, namely patient satisfaction.

Mardiana et al., (2019) one form of communication in the nursing process is handover. Submission of information during the handover is

carried out in various ways, one of which is by using the SWITCH method which consists of Surgical Procedures, Fluid (Wet), Surgical Instruments (Instruments), Body Tissue (Tissue), Count (Count), and Validation (Have Any Questions). This documentation-based switch handover method is an effective communication technique that aims to help nurses convey more structured and clear information during intraoperative handovers. Implementation of this method helps in the process of good communication between individuals and teams, also aims to maintain patient safety and can minimize patient safety incidents.

According to the researchers, the application of the documentation-based switch handover method can provide convenience for nurses in carrying out their duties and responsibilities in caring for patients because with the documentation-based switch handover method the important items needed in the handover process are arranged sequentially and systematically so that nurses can more easily convey information, and understand the information received relating to patients and can avoid negligence in conveying information. This is also in line with a study which stated that communication that supports patient safety is inseparable from the standards and communication procedures used (Friesen et al., 2008).

#### 4.3 Effect of Documentation-Based SWITCH Handover Method Application on Nurse Job Satisfaction

This study aims to analyze the effect of implementing the documentation-based SWITCH handover method on nurses' job satisfaction in the handover process in the Operating Room of Sidoarjo Regional Hospital. The results of the study showed that there was an increase in the number of respondents who felt satisfied after the implementation of the documentation-based SWITCH handover method and no respondents felt dissatisfied after the implementation of this documentation-based SWITCH handover method. These results indicate that there was a significant change in the posttest rather than the pretest so that it can be concluded that there was an increase in respondents' job satisfaction after implementing the Documentation-Based Switch Handover Method. Based on the results of the data normality test using the Kolmogorov Smirnov test, it was found that the  $p$  value of the two data groups (pre and post-test) was greater than  $\alpha$  so that the data was said to be normally distributed, so the test used was the parametric test, namely the paired  $t$  test. Test results paired  $t$  test shows the  $p$  value = 0.005 with  $\alpha = 0.05$ , this shows that the  $p$  value =  $0.005 < \alpha = 0.05$  then  $H_0$  is rejected so that there is an effect of applying the documentation-based switch handover method to nurse job satisfaction in the operating room of Sidoarjo Hospital.

The results of this study are in line with research by Kusumaningrum & Safitri, (2015), which shows that the description of the evaluation of the use of the SWITCH instrument is based on a check list of respondents whose results are as much as 60% (3 people) of respondents agree if the questions contained in each are clear and easy to understand, as many as 5 people (100%) agree if each item contained in the instrument already represents important information that will be conveyed during the operand, as many as 2 people (40%) disagree if filling in the SWITCH instrument takes no more than 10 minutes, as many as 5 people (100 %) stated that the SWITCH instrument was suitable for use in operating room and as many as 100% (5 people) of respondents stated that this instrument could reduce the occurrence of missing during operands. The difference between this research and current research is that this research uses a case study design with the aim of studying whether the switch handover method is effective or not applied in central surgical installations, while the current research uses a pre-experimental design with the aim of knowing the job satisfaction of nurses after applying the documentation-based switch handover method.

Handover or handover is a technique or way to convey and receive something (report) related to the patient's condition. Handover of patients is carried out as effectively as possible by explaining briefly, concisely, clearly and completely about the nurse's independent actions, collaborative actions that have been carried out or will be carried out and current developments. The information conveyed must be accurate so that the continuity of nursing care can run perfectly. The operand is carried out by the primary nurse to the primary nurse (person in charge) for the evening service or night service in writing and orally (Nursalam, 2014). The Joint Commission (TJC) reports that the leading cause of anesthesia-related sentinel events is communication failure. The operating room (OR), postanesthesia care unit (PACU), and intensive care unit (ICU) are particularly vulnerable to communication failures between providers. Therefore, the handover process is critical to the safe care of surgical patients (Methangkool et al., 2019). Seeing this phenomenon in the continuing education program the Association of Perioperative Registered Nurse (AORN) contains an intraoperative handover method using the acronym SWITCH namely Surgical, Wet, Instrument, Tissue, Count and Have you any question. The acronym SWITCH is easy to remember and its spelling is an aspect of critical activity that has been, is being and will be carried out in intraoperative nursing care so that it is expected to be able to increase the effectiveness of the handover process during nurse turnover in the intraoperative phase (Johnson et al., 2013).

According to the researcher, the documentation-based handover switch method provides clearer instructions and can be easier to understand, because everything needed in the patient handover process is

written properly and is also more structured so that if there is a shortage the respondent can immediately put it back in without having to give a re-explanation to the patient. nurse on duty afterwards and vice versa. The existence of more effective communication in the process of implementing the documentation-based switch handover method causes respondents to feel more satisfied in carrying out their work, so that no respondents feel unsatisfied and respondents who feel satisfied further improve their abilities in carrying out their work. Meanwhile, some respondents still feel satisfied Satisfaction occurs because so far, the respondent has made a switch handover orally so that he is not familiar with the documentation-based switch handover so that the respondent is trying to adjust and adapt in the implementation process.

## 5 CONCLUSION

In summary, this study indicates a positive impact of implementing the SWITCH handover method based on documentation on nurse job satisfaction in the operating room of Sidoarjo Regional Hospital. Before the intervention, most nurses reported being moderately satisfied; however, a small number still expressed dissatisfaction, with an average job satisfaction score of 65.98. After applying the documentation-based SWITCH handover method, there was a significant improvement in job satisfaction, as shown by an increased average score of 70.12. Post-intervention data also revealed that nearly all nurses reported being moderately satisfied, with no respondents expressing dissatisfaction. These results suggest that implementing a structured, standardized handover process not only enhances communication but also contributes to greater job satisfaction among nurses in high-stakes clinical environments such as the operating room.

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