

## ABSTRACT

*The failures in communication become the main factor. It can be seen that 60-70 % of the serious incidents had been reported. The adverse events resulting in permanent disability in Australia, 11% was caused by communication. In the health services, the significant risks have relation with the lack of communication and are regarded inadequate among the clinicians. ISBAR communication is a communication technique used by health workers in delivering the patient's condition. Interprofessional communication in a professional work environment is the main component in providing services to the patients. This research aimed to examine the effectiveness of ISBAR implementation in order to improve the doctors and nurses inter-professional communication in the inpatient rooms of PKU Muhammadiyah Hospital, Delanggu.*

*This research is a quantitative research with quasi experiment design and the research design is one group pre-test— post-test. The populations were all the doctors and nurses in the inpatient rooms with 74 samples. The technique, which was used in this research, was total sampling. The data-gathering instrument was ISBAR checklist, while the data analysis used multivariate analysis.*

*The results before the implementation of ISBAR for the dimension of introduction was 39.2%, situation 95.9%, background 100%, assessment was 16%, recommendation 4.1%. Then, after the implementation of ISBAR, the dimension of introduction 90.5%, situation 100%, background 97.3%, assessment 78.4%, recommendation 77%.*

*The implementation of ISBAR was effective in improving five dimensions of doctors and nurses interprofessional communication, so that it can be used to improve the service quality of the hospital.*

**Keywords:** *ISBAR communication, interprofessional communication*