

Research Article



Description Of Teraupeutic Communication Of Nurses At Santa Elisabeth Hospital Medan

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ABSTRACT

Background: Therapeutic communication is communication designed, planned for therapeutic purposes in fostering relationships between nurses and patients so that they can adapt to stress, overcome psychological disorders experienced by patients, so that they can relieve and make patients feel very comfortable, which in turn accelerates the patient's healing process. starting from the pre-interaction stage, the work stage and the termination stage by providing accurate information to that they can assist patients in overcoming problems during the treatment stage. This study aims to describe the therapeutic communication of nurses at Santa Elisabeth Hospital Medan.

Methods: The research design used is a descriptive study with a cross-sectional approach with 7,772 population of inpatients. The instrument used is nurse therapeutic communication variable questionnaire sheet. The sampling technique is purposive sampling with a total sample of 94 respondents

Results: The study results found that the nurse's therapeutic communication at Santa Elisabeth Hospital Medan. The pre-interaction stage is in very good category 87%, the work stage is 90%, and the termination stage is in good category 65%.

Conclusions: Based on the results obtained, it can be concluded that nurse therapeutic communication is very well carried out by nurses when carrying out nursing actions and providing nursing care to patients, and remembering more about introducing their identity to clients, and remembering to make contracts for the next meeting. It is hoped that this research can be input for hospitals and nurses continue to provide good therapeutic communication to patients, for health institutions to reference material in therapeutic communication courses.

Keywords : *Communication, Description, Nurse Therapeutic*

INTRODUCTION

According to Adjunct & Marniati (1) therapeutic communication is a way to build a trusting relationship with patients, by providing accurate information to patients, so that it can help patients overcome problems during the treatment stage.

The traditional paradigm applies a communication model that is familiar to the therapeutic context: the problem is in the mind of the individual and the solution is in the mind of the therapist, so communication consists of alternating monologues where information is exchanged. The use of effective communication will play an important role in the client's nursing career and personal life, it is the basis on which interpersonal relationships are built. And problem-solving nurses must be able to collect accurate client data to notice both verbal and non verbal cues (2)

In providing nursing care, therapeutic communication plays an important role in helping patients solve their health problems. Communication skills cannot be separated from a person's behavior which involves physical and mental activities and is influenced by social background, experience, age of education, and goals to be achieved (3)

Based on the results of an initial survey conducted by researchers through interviews with 10 patients who were treated at Santa Elisabeth Medan Hospital in the inpatient room, data can be obtained as many as 7 patients stated that the communication provided by nurses was very good, while 2

patients said the communication provided by nurses was good, and the patient said the communication provided by nurses was sufficient. Therefore, the researcher sees that the communication provided by nurses is very good, but nurses need to remember to provide meeting contracts and introduce themselves to patients.

Ineffective communication can also lead to client dissatisfaction with nursing services, therefore nurses need to understand the right communication techniques in communicating with clients. Nurses provide therapeutic communication nursing care which plays an important role in helping patients solve a problem, the ability of a person to communicate cannot be separated from a person's behavior which involves physical and mental activities which are influenced by background, social, experience, age education and goals to be achieved (3)

The importance of communication during patient care is critical to providing safety and quality healthcare. Conversations between nurses and patients during clinical care are a critical component of quality health care. Therefore, effective communication will have an impact on improving quality and patient safety, socio-cultural diversity is an important aspect of the interaction and communication process because language differences enveloped by cultural backgrounds can cause miscommunication (4)

Social support is very influential in promoting patient recovery, including emotional support, instrumental support,

information support, and network support. Communicating with a therapist can help patients cope effectively when the nurse takes the time to ask questions and listen to the patient's fears, concerns, and beliefs about their health condition. Mental support is a way for nurses to provide advice so that families can be calmer, a sense of comfort by the way nurses provide a sense of empathy to the patient's family (5)

Based on this background, the author is interested in conducting research with the title therapeutic communication of nurses at Santa Elisabeth Hospital Medan in 2023.

METHOD

This research is descriptive research with a cross sectional approach, the cross sectional design was chosen because the measurement of independent variables is measured at one time (6)

The population used in this study were nurses working in the hospitalization room of Santa Elisabeth Hospital Medan. The population in the study were inpatients at RSE in January-December with a total of 7,772 in 2022.

The technique used to find samples in this proposal is purposive sampling, which is a sampling technique that selects a sample from a population according to the criteria needed by the author so that the sample can represent the characteristics of the population known in advance.

The calculation to determine the sample used by the author is the Vincent formula. So the sample to be studied in this proposal is a total of 94 people. The number of respondents in this proposal is 94 respondents. Techniques sampling was purposive sampling with inclusion criteria of therapeutic communication

namely: Patients who were treated for 1-3 days, Respondent age >18 years old, BPJS patients.

The instruments used in this study are questionnaires in the form of questionnaires that contain the problem or theme being studied so as to reveal the influence or relationship in the research and scale.

The reason for choosing Santa Elisabeth Medan Hospital as the place of research is because the hospital fulfills the research objectives and is the researcher's practice area during the study at STIKes Santa Elisabeth Medan. This research has been carried out starting from April 10-30 April 2023. The research variable is therapeutic nurse communication.

So a valid and reliable instrument for the validity test is the Pearson product moment test. If the value of $r_{count} > r_{table}$ then declared

In this study, the authors did not conduct validity and reliability tests because the questionnaire was adopted from previous research by researcher Felina where the validity test ($r_{results} > 0.374$).

In this study, the author did not conduct a reliability test because the questionnaire was adopted from a previous researcher, where the reliability test of family support had a Cronbach's alpha value of 0.885.

Analysis in this study used a manual (Microsoft Excel 2021) to describe the variables in the study. First, the author enters the data in Microsoft Excel 2021 according to the predetermined code including demographic data, nurse therapeutic communication questionnaire sheet. Second, the author calculated the score of the questionnaire sheet and determined the category according to the provisions of the questionnaire sheet. Third, the author

tabulates the data, enters the data into the distribution table and presentation to determine good, sufficient, insufficient data, then makes the data into pie charts including presentation.

This research has undergone an ethical feasibility test from the Health Research Ethics Commission of STIKes Santa Elisabeth Medan with letter number NO.054/KEPK-SE/PE-DT/III/2023

RESULTS

1. Responden Demographic Data

Table 1 Distribution of Respondents Based on Demographic Data at Santa Elisabeth Hospital Medan Year 2023

No.	Characteristics	f	%
1	Age		
	17-25	12	13
	26-35	8	8
	36-45	13	14
	46-55	13	14
	56-65	15	16
	>65	33	35
2	Gender		
	Female	41	44
	Male	53	56
3	Religion		
	Catholic	11	12
	Protestant	69	73
	Islam	12	13
	Buddha	1	1
	Hindu	1	1
5	Education		
	Not in school	1	1
	SD	7	7
	SMP	12	13
	HIGH SCHOOL	43	46
	Higher Education	31	33
	Total	94	100.0

Based on table 1 shows that of 94 majority of respondents aged 61-70 years as many as 22 respondents (33%) and the minority aged 21-30 years as many as 5 respondents (5%). The majority of

respondents are male as many as 53 respondents (56%) and female gender as many as 41 respondents (44%). The majority of respondents' religion is Protestant as many as 69 respondents (73%), and the minority has Buddhism and Hinduism as many as 1 respondent (1%), the majority of respondents' ethnicity is Toba tribe as many as 48 respondents (51%), and the majority of respondents' ethnicity is Toba tribe.

The minority ethnic respondents are Chinese and Indian as much as 1 (1%). And The majority of respondents' education was senior high school as many as 43 (46%) and the minority 1 (1%) had no school education.

2. Pre-Interaction Stage Communication

Table 2 . Distribution of Respondents Based on Therapeutic Communication of Nurses at the Pre-Interaction Stage at Santa Elisabeth Hospital Medan Year 2023

Communication	f	%
therapeutic nurse stage pre-interaction		
Good	82	87
Enough	9	10
Less	3	3
Total	94	100,0

Based on table 2 above, it shows that the therapeutic communication in the pre-phase interactions at the Santa Elisabeth hospital in Medan in 2023, it was found that most of the 82 respondents (87%) were good and a small proportion was less than 3 respondents (3%) of 94 respondents.

3. Work-Stage Nurse Therapeutic Communication

Table 3 Distribution of Respondents Based on Therapeutic Communication

of Work Stage Nurses at Santa Elisabeth Hospital Medan Year 2023

Work-stage nurse	(f)	(%)
Good	85	90
Simply	7	8
Less	2	2
Total	94	100.0

Based on table 3 therapeutic communication of work stage nurses at Home Hospital Santa Elisabeth Medan Year 2023 obtained most of the large good 84 respondents (89%) and a small portion less 2 respondents (2%) of 94 respondents

4. Therapeutic communication of nurses at the termination stage

Table 4 Distribution of Respondents Based on Therapeutic Communication of Nurses at the Termination Stage at Santa Elisabeth Hospital Medan 2023

Therapeutic communication of nurses at the termination stage	f	%
Good	21	22
Enough	61	65
Less	12	13
Total	94	100,0

Based on table 4 the distribution of respondents based on the therapeutic communication of nurses at the termination stage at the Santa Elisabeth Hospital in Medan in 2023 was found to be mostly sufficient 61 respondents (65%) and a small proportion of very less 12 respondents (13%) out of 94 respondents.

DISCUSSION

1. An overview of the therapeutic communication of nurses at the pre-interaction stage at Santa Elisabeth

Hospital Medan Year 2023

The majority of therapeutic communication of nurses at the pre-interaction stage is very good, namely 82 respondents (87%) and the minority of therapeutic communication of nurses at the pre-interaction stage is sufficient as many as 3 respondents (3%).

The researcher's assumption in the pre-interaction stage is good, where the nurse respects the client every time they communicate and understands when the client tells what they are complaining about. Where the nurse always asks about the client's complaints during the nursing round.

The pre-interaction stage is not good, where the nurse rarely introduces herself because the nurse already uses her identity on the uniform she uses so that the patient or family can immediately read the nurse's identity.

The conclusion that can be taken by researchers is that the pre-interaction stage of therapeutic communication is good, where nurses need to establish a trusting relationship by introducing themselves to the client or family. In addition, the nurse is always kind and clear so that what is conveyed by the nurse can be accepted by the client. And when the client tells the complaint, the questions raised by the client can be heard by the nurse so that the nurse immediately handles what the client complains about, and always respects every client complaint.

2. An overview of therapeutic communication of nurses at the work stage at Santa Elisabeth Hospital Medan Year 2023.

The majority of therapeutic communication of work stage nurses is good, namely 85 respondents (90%) and the minority of therapeutic communication of work stage nurses is less as many as 2 respondents (2%).

The researcher's assumption is that the stage of communication is good, because nurses treat patients with respect and politeness when communicating.

Nurses also behave and look good when conveying information to patients or families, and communication conveyed by nurses when carrying out nursing actions can generate patient trust.

Poor working stage therapeutic communication where the nurse is less supportive of the patient when the patient expresses an opinion.

The conclusion of therapeutic communication is the working stage where it is necessary to provide information to the patient or family in carrying out nursing actions, A nurse's communication skills can increase patient or family trust.

3. Demographic data description of respondents based on therapeutic communication of nurses at the termination stage at Santa Elisabeth Hospital Medan Year 2023

The majority of therapeutic communication at the termination stage was sufficient, namely 61 respondents (65%) and the minority of therapeutic communication at the termination stage was less as many as 12 respondents (13%).

The researcher's assumption is that the nurse must communicate what actions have been taken and re-evaluate the patient's condition after the nursing

action, and re-contract the next meeting so that nursing actions and nursing care go well and the nurse gives farewell greetings to the patient before leaving the patient's room so that the patient will not feel lost again that there will be a follow-up examination.

Termination stage therapeutic communication is very important in nursing care, at this stage the nurse evaluates and determines what actions will be taken back to the patient. When delivering messages to patients, sometimes nurses deliver them using medical language. So that patients who receive the message do not understand or do not understand the message conveyed by the nurse at all. preferably when conveying messages or conditions about patients with simple language or with language that is easily understood by ordinary people. So in the end the patient can understand and communication at the therapeutic stage can run well.

In the communication process, not all patients understand and understand the vocabulary conveyed by the nurse. Patients are sometimes confused and do not understand the information conveyed by the nurse, therefore nurses must use appropriate language and language understood by patients to reduce misunderstandings between patients, patients' families and nurses.

CONCLUSION

Based on the results of research with a total sample of 94 respondents about the description of therapeutic communication of nurses at Santa Elisabeth Hospital Medan in 2023, it can be concluded:

1. The frequency distribution of respondents based on the pre-interaction stage with a good category was 87%.
2. The frequency distribution of respondents based on the stage of work in the good category was 90%.
3. The frequency distribution of respondents based on the termination stage was 65%.

Furthermore, the effective communication to others including patients need the health promotion media such as booklet, video or other media.(9-10)

ACKNOWLEDGMENT

The results of this study can serve as input for Santa Elisabeth Medan Hospital for the need to re-socialize therapeutic communication techniques to nurses, especially at the termination stage.

The need for nurses to introduce themselves, and the next meeting contract In order to maintain the implementation of therapeutic communication in all patients that nurses must remember to introduce themselves to patients when performing nursing actions and make the next meeting contract to patients after performing nursing actions.

It is hoped that further researchers will examine the relationship between the implementation of nurses' therapeutic communication and improving the quality of patient health services.

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