



NURSE THERAPEUTIC COMMUNICATION IN THE INPATIENT ROOM

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ABSTRACT

Therapeutic communication is a way build a relationship in the process of exchanging information, feelings and thoughts to form a more intimate relationship during therapy. Nurses provide support and information to patients and pay attention to their professionalism. This is very infortant for medical personnel to have skills in implementing therapeutic communication in order to successfully implement therapeutic communication. . Method: Quantitative descriptive research design, the sample in this study was 100 patients using purposive sampling technique. The instrument used was a therapeutic communication questionnaire. Results: The research results showed that the therapeutic communication of nurses in the enough category was 61 (61%) respondents, good 38 (38%) respondents and bad category 1 (1%) respondents. Conclusion: the therapeutik communication of nurses at inroom patients is in the sufficients categori, it is hoped the nurses will be able to carry out the termination phase well, carry out evaluations for each action carried out and convey to the patients a follow-up plan at the next meeting to increase the patients's sense of trust in the nurse.

Keywords: communication; nurse; therapeutic communication

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INTRODUCTION

In nursing services, service quality is reflected in the application of professional nursing care. Professional and quality nurses must have soft skills and hard skills, this is because a nurse's success at work is influences by soft skills (80%) and hard skill (20%). Soft skills include the ability to communicate, building relationships with other people, the ability to understand others, responsibility, cooperation, empathy, and caring (Asmadi, 2012). Communication is the most important factor in fostering a therapeutic relationship between patients and nurses. The aim of communication is to change patients behavior in order to achieve an optimal level of health in the implementation of nursing service (Stuart, 1991). (Caropeboka, 2017) said that communication is a process where humans must understand each other's messages that have been conveyed between the communicator and the communicant. Social communication is related to interactions between individuals. Therapeutic communication is an approach to fostering good relationships with. Therapeutic communication as an art science in the healing process. Nurse therapeutic communication is a nurse-patient relationship designed to facilitate therapy goals in achieving an optimal and effective level of healing. Therapeutic communication aims at the patient's problem solving process to reduce the impact of feelings and thoughts, the impact of excessive feelings and thoughts, the process of recovering the patient's emotional condition, achieving the goal of healing (Abidin, 2019).

In therapeutic communication, there are four stages that must be implemented, namely the pre-interaction stage, namely the apperception stage when the nurse first explores the abilities they have before contacting or relating to the patients, namely the nurse's anxiety condition; the orientation stage, namely the introduction stage, not only so that the nurse knows the patient's name or the patient knows the nurse's name, but also how the patient willingly accepts the nurse without conditions and fully trusts the nurse with the aim of curing the disease or trying to reduce the burden they feel; the work stage is a step for the nurse's plan that has been prepared at the orientation stage; termination stage This stage is the stage where the nurse ends the meeting in carrying out nursing patients actions and ends the interaction with the patient (Nurhayati & Suryani, 2023).

If the communication carried out is ineffective, patient dissatisfaction with nursing services can occur, so nurses must be able to understand appropriate techniques for communicating with patients. In carrying out therapeutic communication nursing care has a very important role in helping patients solve the problems they face, a person's ability to communicate is supported by the person's behavior must still involve physical and mental activities which are influenced by experience, social background, age, education and goals, so that communication can be achieved well. The strategy created to implement therapeutic communication that the nurses will carry out is to understand the patients's condition, through therapeutic communication the nurse provides direct service to the patient. With therapeutic communication, patients and families will feel satisfied (Maulani & Siagian, 2022). According to (Ananda & Irma, 2018), The main factor that can hinder therapeutic communication is looking at age development factors, namely nurses must understand the impact of age development on the patient's language and thought processes so that they can communicate well with their patients

Overall patient satisfaction with healthcare services will increase as a result of implementing more effective therapeutic communication. Everyone always expects friendly and pleasant treatment, especially when they are weak due to illness. Therefore, the application of therapeutic communication is very important (Simamora et al., 2022). Nurses must understand the basic principles of therapeutic communication and understand cellular theories to improve the development process and provide better support. By helping to understand patients as a whole, including the physical, emotional, social, and spiritual aspects of their health, telecommunication becomes a solution in effective nursing practice (Arda & Suprpto, 2023). The aim of to determine the therapeutic communication carried out by nurses in the inpatient room.

METHOD

This type of research uses a descriptive research method with cross-selective research, a research in which data collection is carried out only once at a time. The aim of this research is out the description of nurses' therapeutic communication in the inpatient room. Population in this research is all patients in the inpatient room at Rumah sakit Santa Elisabeth Medan. technique sampling is used non-probability sampling with purposive sampling approach with criteria inclusion, patients compos mentis, not being treated in the ICU/HCU, aged over 17 years, with a sample size of 100 people. The research instrument used was a therapeutic communication questionnaire adopted from Safirwansyah, 2020. This research used analysis was analysis univariate to analyze the description of nurses' therapeutic communication in the inpatient room at Rumah Sakit Santa Elisabeth Medan. This research has undergone ethical testing and has passed the ethical commission with ethical number No.001/KEPK-SE/PE-DT/I/2024

RESULTS

Table 1.
Respondent characteristics (n= 100)

Respondent characteristics	f	%
Age		
17-25	20	20
26-35	48	48
36-45	22	22
46-55	8	8
56-65	2	2
Gender		
Male	34	34
Female	66	66
Total	100	100

Table 1, age range data obtained based the most were in the 26-35 age range, amounting to 48 respondents (48%), and the least were in the 55-65 age range, 2 respondents (2%) . Data on the gender of respondents is mostly female, amounting to 66 respondents (66%) and the least is male, amounting to 34 respondents (34%).

Table 2
Therapeutic communication based on pre-interaction, work and termination phases (n=100)

Therapeutic communication	f	%
Pre-interaction		
Good	88	88
Enough	12	12
Work phase		
Good	84	84
Enough	16	16
Termination phase		
Good	64	64
Enough	27	27
Bad	9	9

Table 2, results obtained nurses' therapeutic communication stages among respondents in the pre-interaction phase was the good category, 88 respondents (88%), and the enough category 12 respondents (12%). In the work phase, the highest number was in the good category 84 respondents (84%), and enough category 16 respondents (16%), and termination phase, the highest number was in the good category 64 respondents (64%), and the bad category. 9 respondents(9%).

Table 3.
Therapeutic communication

Therapeutic communication	f	%
Good	38	38
Enough	61	61
Bad	1	1

Table 3, the research results showed that the most nurse's therapeutic communication good category 61 respondents (61%) and the poor category 1 respondents (1.4%).

DISCUSSION

The therapeutik communication is an action taken to foster a therapeutic relationship that are necessary for the exchange of information, feelings and thoughts to form therapeutic intimacy. From the fundamentals of nursing, it is said that therapeutic communication is a collection of techniques that prioritize the patient's physical, mental and emotional well-being. Nurses provide support and information to patients while maintaining a level of professional

distance and objectivity (Potter & Perry, 2006). (Wood, 2012) said that communication is a systematic process, when people interact and understand meaning through symbols. Therapeutic communication is a relationship between nurses and patients which aims to achieve therapeutic goals in the most effective and optimal way (Muhith, 2018). Based on the data, it was found that the highest number of nurses' therapeutic communication was in the enough category, 61 respondents (61%), good category 38 respondents (38%), and the least in the bad category 1 respondents (1%). Therapeutic communication is enough category as seen from several stages of therapeutic communication among nurses with the most respondents in the pre-interaction, namely the good category, 88 respondents (88%), and the least in the enough category, namely 12 respondents (12%). At the Work phase, the highest number was in the good category, 84 respondents (84%), and the least in the enough category 16 respondents (16%), and at the termination phase, the highest number was in the enough category, 64 respondents (64%), and the least was in the bad category 9 respondents (9%).

Based on the results of the (Nursery, 2022), it was found that the results of the pre-interaction stage were mostly carried out well by 38 people (88.4%), the introduction stage was carried out well by 22 people (51.2%), the work stage was carried out well by 24 people (55.8%) and therapeutic communication at the termination stage was carried out well by 34 people (79.1%). So it can be concluded that nurses' therapeutic communication in the inpatient room has been carried out well. The results (Azhari et al., 2022). The implementation of therapeutic communication by nurses in the inpatient room at the Narmada Awet Muda Regional Public Hospital found that therapeutic communication was in the good category. The pre-interaction phase is in the good category, the orientation phase is in the good category, the working phase is in the good category and the termination phase is in the good category as much. It can be concluded that the implementation of nurses' therapeutic communication is in the good category.

(Susanto et al., 2022) The research results show that nurses must have skills in therapeutic communication to be able to carry out the communicative process and to meet health service standards for patients. In carrying out therapeutic communication, nurses must establish a relationship with the patient, assess the patient's feelings and the patient's needs. Through therapeutic communication, nurses must be able to understand the patient's condition both verbally and nonverbally. Through therapeutic communication, it creates a sense of mutual trust between patients and nurses, so that nurses are able to serve patients so that patients feel satisfied with the services provided. Therapeutic communication between nurses and patients at Santa Elisabeth Hospital in Medan was highest in the fair category with 61 respondents, 38 respondents in the good category and 1 respondent in the poor category. The assumptions of the researchers state that nurses carry out therapeutic communication well, nurses are able to communicate clearly, are able to respond to patient complaints, nurses always listen to patients when telling stories, patients are treated politely, respect patients, the nurse's attitude and appearance are quite helpful to patients, the nurse's speaking style make patients feel comfortable and the sentences used by nurses when conveying messages can be understood. When the nurse conveys the message, the patient feels comfortable. Nurses' therapeutic communication is lacking by 1% because there are still many nurses who do not introduce their identities to patients and there are several nurses who do not carry out contracts for follow-up.

(Simamora et al., 2022), the factors that influence therapeutic communication are self-confidence, where the communicator's self-confidence when communicating can encourage courage in expressing opinions so that the implementation of communication becomes

effective. The results of research by (Ferreira et al., 2016), professional nurses must understand how to approach patients, listen to patient complaints, convey the right words at the right time, be able to show expressions when communicating such as staring, gestures and asking questions easily, honestly, showing respect. and give time to the patient. Nurses are expected to improve their communication skills to establish effective therapeutic relationships with patients in providing quality nursing care

(Nofriadi et al., 2021) said 29 (82,9%) respondents had good therapeutic communication, and 6 (17%) respondents had bad therapeutic communication, because there were still some nurses who did not introduce themselves and did not ask about the patients's condition, this made the patient feel dissatisfied with the service provided. Rochani's (2019) research results show that most patients are satisfied with the therapeutic communication provided by nurses to patients in the Internal Medicine Inpatient Room at Misi Lebak Hospital. Patient satisfaction occurred in all phases of therapeutic communication, including the orientation phase for 37 people (71.2%), the work phase for 37 people (71.2%), and the termination phase for 32 people (61.5%). Overall, the majority of respondents said they were satisfied with therapeutic communication, around 36 people (69.2%). Support by research (Nofriadi et al., 2021), the results of therapeutic communication at Ibnu Sina Islamic Hospital Bukit Tinggi were obtained in the good category 29 (82.9%) respondents.

The results of research by (Sari & Wijaya, 2022) state that the pre-interaction stage is preparing oneself to search for patient information through medical record data, followed by the introduction stage, the stage where the patient meets for the first time, the nurse's work stage and collaborating with the patient in overcoming the problems they are experiencing, at the termination stage the nurse has completed overall nursing process and evaluating results. It is hoped that with the results of this research, nurses can apply therapeutic communication optimally and well so that patients are able to understand the actions that will be given by the nurse. According to (Pratiwi, 2018), it shows that the value of the frequency of therapeutic communication among nurses from 40 respondents with good nurse therapeutic communication was 19 respondents with a percentage of (47.5%), and with nurse therapeutic communication being poor there were 21 respondents with a percentage of (52.5%). Research by (Pery et al., 2018) shows that the majority of 20 (66.7%) respondents achieved good implementation of therapeutic communication. Effective communication must be simple, short and direct. The fewer words used, the less likely there is to be confusion. Clarity can be achieved by speaking slowly and enunciating clearly. The benefits of therapeutic communication are to encourage and encourage collaboration between nurses and patients through the nurse-patient relationship.

CONCLUSION

Nurses's Therapeutic Communication at Santa Elisabeth Hospital in Medan is mostly in the enough Category, nurse communication in the room is still in the sufficient category, nurses must be able to carry out the termination phase well, carry out evaluations of the actions taken and convey follow-up plans for the next meeting so that patients feel satisfied with the nurse's communication. Therefore, researchers suggest to it is hoped that the hospital will create a program to improve communication between nurses and patients, As well as giving rewards to nurses who have good communication in each room.

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