



**SHARING SESSIONS AND EDUCATIONAL VIDEOS INCREASE NURSES KNOWLEDGE
ABOUT EFFECTIVE COMMUNICATION IN THE 2019 CORONAVIRUS DISEASE
PANDEMIC**

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ABSTRACT

The 2019 Coronavirus Disease pandemic caused nurses to communicate more indirectly to patients being treated. This requires a strategy so that nurses can still apply communication effectively. The purpose of this study was to analyze the effect of sharing sessions and providing educational videos on nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic at Udayana University Hospital. This research is a quantitative study with a pre-experimental one group pretest-posttest design method which was conducted on 21 respondents with a total sampling. Sharing sessions are conducted in one day for two hours and educational videos is carried out for seven days with a video duration of 15 minutes. Data collection used a questionnaire which consisted of 10 questions. The mean value of the pre-test was 5.57 and the mean value of the post-test was 8.68. The Wilcoxon test results obtained a p value of 0.000, meaning that there is an effect of sharing sessions and providing educational videos on nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic. The sharing session program and the provision of educational videos can become routine programs implemented as an effective effort to increase knowledge nurses on effective communication.

Keywords: coronavirus disease 19; educational video; knowledge; nurse; sharing session

INTRODUCTION

A case of mysterious pneumonia was first reported in Wuhan, Hubei Province in December 2019. This virus can be transmitted from person to person and has spread widely in China and more than 190 other countries and territories. On March 12, 2020, WHO declared COVID-19 a pandemic. As of March 29, 2020, there were 634,835 cases and 33,106 deaths worldwide (WHO, 2020). Meanwhile, in Indonesia, 1,528 cases have been confirmed positive for COVID-19 and 136 deaths. Based on data from the Ministry of Health on September 16, 2020, there were 228,993 confirmed cases of COVID-19, 100,236 suspected cases still under monitoring, with 9,100 deaths (Kemenkes RI, 2020).

Currently, the Ministry of Health has issued various guidelines to tackle the spread of COVID-19. The Ministry of Health has also designated more than 100 hospitals as COVID-19 referral hospitals. The high number of COVID-19 cases is certainly a challenge for the management of hospitals that are COVID-19 referral centers to act in accordance with COVID-19 protocols and procedures. The procedures applied in the form of health workers must use PPE in all their actions and reduce contact with patients (Susilo et.al., 2020). The implementation of the COVID-19 protocol that is adapted to the hospital management implementation system that reduces direct contact time with patients can certainly have an impact on communication patterns between health workers or between health workers and patients and families.

Communication is the most basic thing and becomes the main work tool for every health worker, especially nurses, to provide nursing services/care because nurses are continuously 24 hours with patients. In every activity, nurses use communication. Communication is very important related to the duties of nurses in carrying out nursing care and in carrying out professional relationships with other health teams (Anjaswarni, 2016). Therapeutic communication in nursing practice will assist in the implementation of quality nursing

practice. However, in this era of the COVID-19 pandemic, it is necessary to change the communication system from directly to patients to indirectly through an online or online system.

The application of online communication or providing nursing care by nurses is called telenursing. Nurses are increasingly required to be professional and prioritize technological developments such as telenursing in the use of information technology in the field of nursing services for providing nursing care to patients during the COVID-19 pandemic (Fadhila & Afriani, 2020). Telenursing can help solve the shortage of nurses, reduce distance, visit time and look after patients who have been discharged from the hospital (Asiri et al, 2016). The use of the telenursing system must of course also be in accordance with procedures so as not to reduce the effectiveness of messages or information conveyed when nurses communicate to patients.

The quality of the implementation of communication by a nurse is influenced by several factors. These factors include: gender, education, length of work and level of knowledge of nurses (Handayani & Armina, 2017). Knowledge is one of the important factors to be studied, this is because knowledge can determine a person's actions and decisions when doing and deciding something (Lumy, Donsu, & Sambit 2017). Knowledge can be obtained from a person's experience, by utilizing his senses such as: by seeing, listening and understanding the information provided (Diana, Asrin, & Ekowati, 2006). Sources of information at this time can not only be obtained from print media, but can also be obtained from electronic media (Setiawan, Satria, & Rahman, 2019).

One of the electronic media with many benefits and effective is audio-visual media. Audio-visual media contains sound elements along with viewable image elements such as various films, video recordings of sound slides, and others (Nicolaou, Matsiola, & Kalliris, 2019). Audiovisual or video media are now starting to be used for the learning process because they can be used as teaching aids that can be seen and heard with interesting content. One type of audio-visual learning media is educational video (Saparwati, Trimawati, & Wijayanti, 2020).

Efforts to improve the effective communication of nurses and patients that can be done are by sharing the theory of effective communication and case studies related to effective communication of nurses and patients. The results of previous studies concluded that effective communication between nurses and patients can be improved through training, culturally sensitive skill guides, planned communication programs and workshops (Paju & Dwiantoro, 2018).

Research on the effect of sharing sessions and providing educational videos on nurses' knowledge of effective communication during the 2019 Coronavirus Disease pandemic at Udayana University Hospital has never been done before. The purpose of this study was to analyze the effect of sharing sessions and providing educational videos on nurses' knowledge of effective communication during the 2019 Coronavirus Disease pandemic in the Isolation Room of Udayana University Hospital.

METHOD

This research is a quantitative research with a pre-experimental one group pretest-posttest design method. The participants of this study were nurses in the Covid-19 isolation room, totaling 21 nurses using purposive sampling technique. The inclusion criteria for the participants of this study included nurses who had gadgets, were able to access google forms, and were willing to participate in this study by signing the respondent's consent form.

The variables in this study were nurses' knowledge of effective communication during the 2019 Coronavirus Disease pandemic before and after being given educational videos. The measuring tool used to assess these variables is an online questionnaire. The questionnaire used is a knowledge questionnaire about effective nurse communication during the 2019 Coronavirus Disease pandemic which consists of 10 questions with multiple choice answers that have been tested for validity and reliability. Each correct answer is given a score of 1 and a score of 0 for incorrect answers, so that the lowest total score is zero and the highest is 10. The category of knowledge value based on Arikunto (2013) is: the level of knowledge is in the good category if the value is 76-100%, the level of

knowledge is in the category sufficient if the value is 56-75%, and the level of knowledge in the category is less if the value is <56%.

This research intervention was in the form of sharing sessions and providing educational videos on nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic. Sharing sessions were carried out in one day for two hours and the provision of educational videos was carried out for seven days with a video duration of 15 minutes. The video playback was carried out when the nurse was following the weigh-in. Pre-test data was collected on the first day before the nurses joined the sharing session and were given educational videos. On the seventh day after the nurses watched the video, they were given a questionnaire again to collect post-test data.

Nurse knowledge data about effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and providing educational videos using an ordinal scale so that the test used to determine the effect of intervention on nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic is the Wilcoxon Test. Statistical test using SPSS program with 95% confidence level ($p < 0.05$). This research has gone through an ethical test at the Research Ethics Commission of the Faculty of Medicine, Udayana University and is declared ethically worthy with number 1427/UN14.2.2.VII.14/LT/2020.

RESULTS AND DISCUSSION

The characteristics of nurses based on gender and age are presented in table 1.

Table 1.
Characteristics of nurses by gender and age (n=21)

Characteristics	f	%
Gender		
Male	6	29
Female	15	71
Age		
26-35 years	21	100

Table 1 explains that most of the study participants were female, as many as 29 people (82.9%) and were in the age range of 36-45 years, as many as 30 people (85.7%).

Table 2.

The average value of the nurse's knowledge of effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and providing educational videos (n=21)

Variable	Measurement	Mean	SD	Min-Maks
The nurse's knowledge of effective communication during the 2019	Pre-tes	5.57	0.926	4-7
	Post-test	8.68	0.644	8-10

Table 3.

The category of nurses' knowledge of variables regarding effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and providing educational videos (n=21)

Variable	Category	Pre-tes	Post-test
The nurse's knowledge of effective communication during the 2019	Good	-	21
	Enough	12	-
	Less	9	-

Table 4.

The results of the data normality test for nurses' knowledge of effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and providing educational videos using the Shapiro-Wilk Test (n=21)

Variable	Measurement	Shapiro-Wilk Test (p-value)
The nurse's knowledge of effective communication during the 2019	Pre-tes	.016
	Post-test	.000

Table 5.

Changes in nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and providing educational videos (n=21)

Variable	Measurement	Mean±SD	Z Score	p-value
The nurse's knowledge of effective communication during the 2019	Pre-tes	5.57±0.912	-4.162	.000
	Post-test	8.68±0.646		

Table 2 shows that the average value of nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic before the intervention was given was 5.57 with the lowest value of four and the highest of seven. The average value of nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic after being given an intervention was 8.68 with the lowest score of eight and the highest 10. Based on table 3 the majority of nurses had less knowledge about effective communication during the 2019 Coronavirus Disease pandemic before being given an intervention. Meanwhile, after being given intervention, all nurses have good knowledge about effective communication during the 2019 Coronavirus Disease pandemic. Table 4 explains that the normality test of nurses' knowledge of data about effective communication during the 2019 Coronavirus Disease pandemic before and after being given sharing sessions and educational videos got a p-value <0.05, meaning that the data was not normally distributed. The different test used to see differences in nurses' knowledge of data about effective communication during the 2019 Coronavirus Disease pandemic before and after the intervention was the Wilcoxon Test. The Wilcoxon test results in table 5 show p-value = 0.000 (<0.05) with a value of Z = -54.162 meaning that statistically there is a significant difference between nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic before and after sharing sessions and giving educational videos.

Effective communication is a process of exchanging information, ideas and feelings from one person to another through a certain way so that other people can understand the intent conveyed by the transmitter regarding the transmitter's thoughts or information (Jannah & Rochmayanti, 2018). According to Gabbedon (2019), effective communication in nursing has the benefit of increasing patient experience and knowledge, reducing complaints or complaints from patients, and increasing

nurses' confidence, professional position, career prospects and increasing job satisfaction and reducing stress on nurses. In addition, effective communication can improve relationships through building trust, minimizing patient anxiety, guilt, and reducing pain (Damm et al., 2015). The use of effective communication skills in healthcare settings not only benefits patients but also benefits health care providers in terms of job satisfaction and prevention of stress that has a positive effect on health (Bello, 2017).

The COVID-19 virus pandemic that entered Indonesia in early March 2020 caused a communication crisis. This condition is the impact of preventing the spread, as it is known that contact or meeting with other people is one way of spreading COVID-19. Related to the problem above, there are several communication techniques in the era of the COVID-19 pandemic, including virtual outreach, and android-based electronic media applications. The COVID-19 pandemic requires adaptation to the existing system, one of which is virtual outreach. However, things that need to be considered related to that is still paying attention to the ethics, rights and dignity of the patient. The adaptations carried out only focused on application techniques in the field while the communication principles did not change (Black, Tulsy, & Arnold, 2020). By making video calls or personal chats, patients will feel the presence of health workers more so that the communication principle is still implemented (Black, Tulsy, & Arnold, 2020; Salman et al, 2020).

Effective communication with patients during the Covid-19 pandemic is also one of the challenges for nurses to be able to provide quality nursing services. Knowledge is one of the factors that influence the application of effective communication for nurses. The study conducted stated that knowledge is one of the factors that influence the application of therapeutic communication (Hafifah, 2019). The results of the study found that the nurse's knowledge about communication with patients was getting better and directly proportional to its implementation. This is because nurses with good communication knowledge better understand the concept of communication (Yulianti & Purnamawati, 2019).

The results of the analysis of this study found that the average value of nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic before the intervention was given was 5.57 with the lowest score being four and the highest being seven. The average value of nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic after being given an intervention was 8.68 with the lowest score of eight and the highest 10. Based on the category, the majority of nurses had sufficient knowledge about effective communication during the 2019 Coronavirus Disease pandemic before being given an intervention. Meanwhile, after being given intervention, all nurses have good knowledge about effective communication during the 2019 Coronavirus Disease pandemic.

Based on the results of statistical tests, it shows that there is a significant difference between nurses' knowledge of effective communication during the 2019 Coronavirus Disease pandemic before and after the Sharing Session and being given educational videos. The results of this analysis illustrate that Sharing Sessions and providing educational videos can increase nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic. The provision of health services to patients, especially COVID-19 patients, is certainly different from patients in general. Nurses in this situation must comply with health protocols applied in hospitals such as reducing contact with patients and using standard personal protective equipment. This situation causes the interaction between the patient and the nurse to be limited even though the nurse and patient have used the existing electronic media or social media. However, this does not always show good things and has certain weaknesses such as the information conveyed is not clear, patient privacy is not maintained and has an impact on services that are not optimal, so it is important for nurses to know and understand how to communicate effectively with patients, especially patients who was in the isolation room.

Research conducted by Zulfa & Kusuma (2020) states that knowledge and behavior are stages of behavior change or the formation of an individual's behavior. Before adopting an action, the individual

must first know the benefits obtained for himself and for others, then this can be realized by providing knowledge or health education so that after the individual knows the stimulus, then the individual will be able to assess and behave towards his environment. According to Suryani (2014), communication in the health care environment plays a role in the recovery of clients, relates to collaborations carried out by nurses with other health workers that affect client and family satisfaction. Good and correct communication is an important point that must be owned by health workers, especially nurses in providing nursing care to patients and families. The ability to communicate is very important to be developed by nurses so that it becomes a habit in carrying out their duties in providing health services and avoiding misunderstandings (Arumsari, Emaliyawati, & Sriati, 2016).

Communication made through electronic media or social media or in nursing can be known as telenursing, in its application it will always be related to nursing ethics, because in its application it is very important to pay attention to the security and confidentiality of patient data. The security of patient data may be known by several parties, which is not in accordance with the ethics of confidentiality or confidentiality (Sudaryanto & Purwanti, 2008). The ethical principle of confidentiality is important to be applied by nurses in providing nursing care to patients, whether the patient is alive or dead (Feriadi Purwanti, & Novyriana, 2020; Utami, Agustine, & Happy, 2016). The importance of effective communication by paying attention to nursing ethics in the COVID-19 pandemic situation can be given in various ways, one of which is through educational videos. Research conducted by Hidayanti (2016), shows that there is a significant increase in knowledge after being given a video, because delivering education through multimedia messages such as videos with animation is easier and faster to absorb and not boring. Another study also showed that providing video-based information in addition to increasing nurses' knowledge also increased nurses' motivation in providing nursing care because video delivery of information was more effective if the purpose of the message in the video was clear (Oktiawati, Rustina, & Chodidjah, 2017). This is in accordance with the results of research which found that sharing sessions and providing educational videos effectively increased nurses' knowledge regarding effective communication during the 2019 Coronavirus Disease pandemic.

CONCLUSION

Sharing sessions and providing educational videos is one of the treatments that can be recommended to increase nurses' knowledge about effective communication during the 2019 Coronavirus Disease pandemic. This study found that sharing sessions and providing educational videos proved to be effective in increasing the average value of nurses' knowledge about effective communication during a pandemic. Coronavirus Disease 2019.

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