

CORRELATION BETWEEN APPLICATION OF THERAPEUTIC COMMUNICATION WITH PATIENT SATISFACTION IN EMERGENCY ROOM ISLAMIC HOSPITAL SURABAYA

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Abstract In nursing practice, communication is an important tool for the therapeutic relationship that can affect the quality of nursing services. Communication is very important because it can affect the level of patient satisfaction with health care provided. Dissatisfaction is often caused by bad communication going on with the patient. In this study using the correlation method is measuring patient satisfaction with nursing therapeutic communication. The research was conducted at the Islamic Hospital Surabaya. Number of sample in the study of 82 patients were treated by the emergency room. Results of this study showed the results of $p = 0.000$, which means there is a significant relationship (H_0 is rejected), and the statistical results where the majority of patients are not satisfied to the conversation that they did with nurses both verbally and nonverbally. It is shown that in effective communication is still happening in the everyday practice of nurses at the Islamic Hospital Surabaya. For to solve this evidence, we need to provide nursing training for increase nurse therapeutic communication, also need continuous evaluation.

Key word : Therapeutic Communication, patient satisfaction

INTRODUCTION

Present day, medical services required to meet the demands of increasing community caused by the demographic transition. Change the mindset of health providers including therapeutic communication. It is planned and conducted in order to assist healing or recovery of the patient (Damiyanti, 2008 :I). Nurses who have excellent therapeutic communication skills will be easier to build relationship of mutual trust with patients, so it will be more effective in the care of nursing and professional satisfaction in their services (Damiyanti:2008: I)

The effective communication requires a conscious effort of nurses in finding ways to help the patient and feeling more effectively. Plan of care and arrange appropriate place with accurate time is very important. In addition the granting of

intervensi dan techniques of communication is accordance with the cultural background, dan age of patient should be advised. The successful in improving the ability of the patient to communicate depending on the patient's participation in setting the successes, but also on the style of nurses in conducting communication and the ability to establish relationship that help. it will help nurses feel, react, and appreciate the uniqueness of the patient (Potter, 2005 : 325).

The research result with the title "*Correlation Between Application Of Therapeutic Communication With Patient Satisfaction In Emergency Room Islamic Hospital Surabaya*" Darmawan (2009) stated that the majority of nurses in Emergency Unit RSUD dr. Soedarso Pontianak already carry out therapeutic communication and client satisfaction about

nursing services is satisfied, there is a meaningful relationship between the implementation of therapeutic communication with client satisfaction level of nursing service.

While the therapeutic communication emergency unit Islamic Hospital Surabaya have not performed optimally. It is the entrance of the patients entered hospitals in addition to the clinic. To that end, the nurse's role is very important in providing service and patient information.

In the initial survey results researcher using 20 respondents on the patient and his family obtained the result percentage figures that show nurses who already use therapeutic communications to provide excellent service 20% or about 3 respondents. Respondent indicating nurse who is lacking use therapeutic communication 60% or about 14 respondents. Percentage of use of the therapeutic communication by nurses in providing health care in Emergency Unit RSI Surabaya shows the nurse has not been able to use therapeutic communication is more than 50%. Whereas the Emergency Unit RSI Surabaya is first gateway to get health services beside the polyclinic.

From the phenomena that occur in the Emergency Unit of the Islamic Hospital Surabaya the percentage obtained numbers the satisfaction of patients that does not meet expectations. One contributing factor is the therapeutic communication that has not been implemented in the Emergency Unit of Surabaya Islamic Hospital. Many complaints are still evident in the survey result as the real meet existing data, in the period of 3 month starting February 1st to May 1st obtained result 30% complain of administrative services, 10% less adequate facilities and 70% health service by

medical officers or paramedics in Emergency Unit of Islamic Hospital Surabaya. The percentage of the number of patient complaint obtained by the fact that many more patients complain of problems administering the services less well by the officers especially nurses.

The Solutions to improve the health service to be done is corrective action by measuring the implementation of therapeutic communication and patients satisfaction of patient service in the Emergency Unit of The Islamic Hospital Surabaya. To provide a good quality of service in Emergency Unit should be able to meet the needs and expectations of costumers, namely the existence of a sufficient amount of power, reliable power, and it can carry out therapeutic communication and quality.

Based on above, the researcher is interested in researching the relationship between therapeutic communication with patient satisfaction in the Emergency Unit of the Islamic Hospital Surabaya

METHOD

Method that used in this research is analitik technique of cross sectional correlation means that objects observed one time only and measurement using independent variables was done at the time of examination or assessment data. The population in this study are all the patients who get services in the Emergency Unit of The Islamic Hospital Surabaya about 82 patient. The sampling process in this study was using consecutive sampling.

The criteria of inclusion of this research is a cooperative patients, patients who have an awareness of gender komposmentis, men and woman between 20 – 50 years old, level education elementary, junior high, high school, college or academy, patients are able

to read and write (do not experience injury or fraktur in both hands), patients who are willing to be research respondents and only for patients who treated in the Emergency Unit of the Islamic Hospital Surabaya.

The instrument used in this study i.e questionnaires to assess the independent variables namely therapeutic communication and questionnaires to assess patient satisfaction namely dependent variable. the question that used is a structured questions where the subjects responded in accordance with the guidelines that already set. The question that used by the researcher is close ended (Nursalam, 2001).

In this study also uses the checklist that filled by researcher to observe the implementation of therapeutic communication by nurses in the Emergency Unit of Islamic Hospital Surabaya.

Data analysis used to discover relationship between variables is Spearman Rank Correlation Test with $p \leq 0,05$ with program SPSS 17 for windows. If the statistic test result obtained $p \leq 0,05$, then H_0 denied which means there is a relationship between therapeutic communication with patient satisfaction in the Emergency Unit of The Islamic Hospital Surabaya. Otherwise, once the result of the test statistic $p > 0,05$ the H_0 is accepted which means there is no relationship between therapeutic communication with the patient satisfaction in the Emergency Unit of The Islamic Hospital Surabaya.

C. RESULT

4.1 Data Presentation

General data on the study include :

a. Description of the research location

This research was carried out at the Islamic Hospital Surabaya addressed at Ahmad Yani 2-4 street of Surabaya. Respondents are patients and nurses in the

Emergency Unit with total of the patient respondent is 82 respondent. Research implementation on 1st to 21st August 2013.

b. Patient Charateristic by age

Table 4.1 Patient Charateristic by age Distribution

| No | Age | The total Number of Patient | Percentages (%) |
|-------|-------------|-----------------------------|-----------------|
| 1. | <20 old | 11 | 13.4 |
| 2. | 20old-40old | 47 | 57.3 |
| 3. | >40 old | 24 | 29.3 |
| Total | | 82 | 100 |

Source prime data :Agustus 2013

c. Gender

Table 4.2 Gender Distribution

| No | Gender | The total Number of Patient | Percentages (%) |
|-------|--------|-----------------------------|-----------------|
| 1. | Male | 55 | 67.1 |
| 2. | Female | 27 | 32.9 |
| Total | | 82 | 100 |

Source Prime Data : Agustus 2013

d. Education Level

Table 4.3 Education Level Distribution

| No | Pendidikan | The total Number of Patient | Percentages (%) |
|-------|-------------------------------|-----------------------------|-----------------|
| 1. | Elementary | 12 | 14,6 |
| 2. | Junior High | 23 | 28,0 |
| 3. | High School | 41 | 50,0 |
| 4. | Academy and Bachelor's degree | 6 | 7,3 |
| Total | | 82 | 100 |

e. Job Charateristic

| No | Job | The total Number of Patient | Percentages (%) |
|-------|---------------------|-----------------------------|-----------------|
| 1. | Tidak bekerja | 4 | 4,9 |
| 2. | Swasta | 39 | 47,6 |
| 3. | PNS | 21 | 25,6 |
| 4. | TNI/POLRI | 12 | 14,6 |
| 5. | Lain-lain (Pelajar) | 6 | 7,3 |
| Total | | 82 | 100 |

f. Relationship between implementation therapeutic communication with patient satisfaction in Emergency Unit of the Islamic Hospital Surabaya

| relationship the implementation of therapeutic communication with patient satisfaction | the amount | Patient satisfaction | | | Total |
|--|------------|----------------------|-----------|----------------|-------|
| | | Less satisfied | satisfied | Very satisfied | |
| Therapeutic Communication | amount | 6 | 7 | 3 | 16 |
| | % | 37.5% | 43.8% | 18,0% | 100 |
| Good | amount | 4 | 28 | 11 | 43 |
| | % | 9.3% | 65.1% | 25.6% | 100 |
| Total | amount | 10 | 43 | 29 | 82 |
| | % | 12.2% | 52.4% | 35.4% | 100 |

Spearman rank test

P value = 0.000

P value (sig) = 0.000
< 0.05 :H0 denied ,
Ha accepted

Sumber data primer : agustus 2013

DISCUSSION

4.2.1 The Implementation of therapeutic communication in the Emergency Unit of the Islamic Hospital Surabaya

Based on the research note that the implementation of therapeutic communication the nurse in the ER RSI Surabaya, the patient stated that nurses who perform with good therapeutic communication as much as 23 patient (28%), nurses who perform quite good 43 patient (52,4%) and nurses less do therapeutic communication as much as 16 patient (19,5%).

According to Supriyanto (2003) therapeutic communication is communication that consciously planned, aims and its activities were concentrated to cure the patient. Therapeutic communication is a professional communication that leads to a goal on healing the patient. Each sex has different communication styles (Intansari, 2001) stated that women and men have a difference in communication style.

The research shows that emergency unit nurse of Islamic hospital Surabaya is therapeutic and capable of performing professional communication through therapeutic communication which aims to help healing patients. This suggests that nurses have a high awareness of doing their role as nurses in providing nursing care to patients. Among male nurses and women, there is a style of communicating that is able to create different familiarity (Potter, 2005).

4.2.2 Patient Satisfaction In The Emergency Unit Of The Islamic Hospital Surabaya

Based on the research note that the patient is in the emergency unit of the

Islamic Hospital Surabaya stated less satisfied 10 people (12,2%), stated quite satisfied 43 people (52,4%), and stated very satisfied 29 people (35,4%).

According to Saifudin (2002 : 22) quality of health services is assessed both in the health services can lead to complacency on loyal patient satisfaction rate which corresponds to the average population. According to Supriyanto (2003) patient satisfaction is the ratio of quality felt by patients divided by the needs, wants and expectations of patients. According to Wijono (2000) factors that affect patient satisfaction are the approach and behavior or attitudes, skills, information, service officer and infrastructure.

In providing services to patients, nurses in demand were able to show an attitude of professionalism in providing nursing care to patients. To support the Sila Professionalism one of the efforts that has been done is by increasing knowledge through education and training, so that in the end the nurse was able to perform appropriate nursing care of existing competence in the Emergency Units. Therefore, when a patient came in the emergency units who require fast service, then a nurse on duty at the emergency unit claimed the awareness in dealing with the patient's problems. The nurse then expected of service in the emergency units is a nurse who has physical excellence.

4.2.3 The Relationship Between The Implementation Of Therapeutic Communication With Patient Satisfaction In The Emergency Unit Of The Islamic Hospital Surabaya

The result of research therapeutic communication with patient satisfaction demonstrate a significant level of $p = 0,000$. This is indicate the existence of a relationship between therapeutic communication with patient satisfaction in the Emergency Unit of the Islamic Hospital Surabaya.

According to William in ula suliha 2001, information is communication delivered by person to another person that is done in a mutual activity. The attitude is positive and negatice effects of degree of a biological object, an attitude is formed by 3 main components namely, active components, cognitive component, and behavior component.

Accorfing to kotz 1995 in La Monica 1998 skill is the ability to use knowledge, methods, techniques, and equipment that is necessary for the appearance of specific tasks and obtained from experience, education, and training. In a brief understanding of the skills is the dexterity, skill or ability to do something well and closely with expertise.

The research result obtained at most patient declare satisfied against the implementation of therapeutic communication is done by nursing is 43 people (52,4%), it is possible because the nurse who served in the emergency unit already experienced in conducting therapeutic communication in environment that many patients received in critical circumstances, so because of it the tense

atmosphere and emotion does not happen while accepting the patients.

Emotions can affect the way of individual thinking, so it can affect the individual behave. But the nurse attempt to perform therapeutic communication in providing services to patients in the emergency unit as an attempt to help healing the patients. Because the key of services is to satisfy all the needs of the patients, so that the patient can be declared satisfied against the given services. Nurses as providers must realize that we are dependent upon costumers. In addition, the nurse must not only pay attention to the communication but also pay attention to the other more typical factor ties against client satisfaction. Factors that may affect patient satisfaction is the approach and behavior or attitudes, skills, service and infrastructure information.

CONCLUSION

On this research obtained the implementation of therapeutic communication by nurses in the emergency unit of the Islamic hospital Surabaya most patient declare that the ER nurse RSI Surabaya has been doing pretty well i.e 43 people (52,4%).

The level of satisfaction of patients in the emergency unit of the Islamic hospital Surabaya most patients expressed against complacent that given by nurses is 43 people (52,4%)

There is a connection between the implementation of therapeutic communication with the patient satisfaction in the emergency unit of the Islamic hospital Surabaya

While in the spearman rank test get the value $p=0,000$. This is shows that the

value of statistical test significance level smaller 0.05.

SUGGESTION

The limitation in this research which there are some respondents who refuse to fill out the questionnaire due to busy taking care of the family members. Research did not obtain data at one in a day due to following the shift schedule

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