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## Proper Implementation Of Therapeutic Communication In Nursing Care

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### ABSTRACT

*Nurses are those who have the ability and authority to carry out nursing actions based on the knowledge they have acquired through nursing education and therapeutic communication is the ability or skill of nurses to help clients adapt to stress, overcome psychological disorders and learn how to relate to others and help patients to explain their health problems so that they can reduce the burden of feelings and thoughts and can take action to change the existing situation if the patient believes in what is needed. The method used is literature review, namely by analyzing books and journals related to the implementation of appropriate nursing care in therapeutic communication. In carrying out proper nursing care in therapeutic communication, nurses must know what the nurse's authority is in providing nursing care and also good communication to help patients so that patients can be helped so that patients feel satisfied with nursing services. Examples of therapeutic communication techniques are: acceptance, silence or silence, offering, rewarding, active listening, open communication, asking the patient to sequence events according to time, seeking clarification, making observations, confrontation.*

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## 1. INTRODUCTION

According to Article 82 paragraph (1) of Law No.36/2009 on Health which reads that the Government, Local Government, and the community are responsible for the availability of resources, facilities, and the implementation of health services thoroughly and continuously in disasters, then in this pandemic the Government must also ensure the availability of tools that support occupational safety and health for health workers.

In providing nursing care nurses are required to provide appropriate implementation of therapeutic communication so that the patient or client feels helped so as to reduce the burden of the patient's feelings and thoughts, help take effective action for the patient, and help affect a person, the physical environment and themselves. Health services are the right of everyone guaranteed in the Constitution of the Republic of Indonesia in 1945 which must be realized by efforts to improve the highest level of public health, the hospital is declared successful, not only on the completeness of the facilities that are seeded, but also the attitude and human resource services are elements that have a significant effect on the services produced and perceived by patients. If the element is ignored then in the not too distant future, the hospital will lose many patients and be shunned by prospective patients. The patient will turn to another hospital that meets the patient's expectations.

It can not be denied, that patient satisfaction depends on the quality of service, so the implementation of therapeutic communication by nurses is one indication to improve the quality of service felt by patients and their families. The implementation of better therapeutic communication in an hospital, will cause the patient and his family to feel more satisfied, return to choose the hospital if needed and tell his satisfaction to others. Where the effect of telling the satisfaction or dissatisfaction of a product or service doesnot affect the selection of service products from others who hear. It is also based on the importance of word of mouth information.

## 2. METODE PENELITIAN

The method that is done is literature review is to analyze books and journals related to the implementation of proper nursing care. The data obtained, analyzed qualitatively to find out how the implementation of therapeutic communication.

## 3. HASIL PENELITIAN

Therapeutic communication is used as therapy to lower a patient's anxiety level or increase the patient's trust in his or her nurse. With the provision of therapeutic communication is expected to reduce the patient's anxiety level because the patient feels that his interaction with the nurse is an opportunity to share knowledge, feelings and information in order to achieve optimal treatment goals, so that the healing process will be faster. In carrying out the implementation (implementation) to the care of nurses must respect what is the authority of stature in providing nursing care. The implementasi component of proses nursing consists of five stages, namely:

- a. Reviewing the patient,
- b. reviewing and modifying existing nursing care plans,
- c. identifying areas of assistance, implementing nursing interventions
- d. Communicate intervention.

Nurses carry out nursing care plans using multiple methods of implementation. clients with less knowledge need health counseling focused on areas that are really needed. Total immobilization clients need nursing interventions that provide total to the client. Other implementation methods include revisi supeand evaluations from other members of the health care team.

The metode in the implementation of nursing is:

- a. Assisting in the activities of daily life,
- b. Counseling
- c. Extension
- d. Provide direct nursing care
- e. Preventive measures
- f. Appropriate techniques in providing care and preparing the client for the procedure
- g. Actions to save lives
- h. Achieving the goal of treatment
- i. Supervise and evaluate the work of other staff members.

Type of Nursing Implementation:

The action of nursing carried out to overcome patient problems consists of 3 types, namely:

- 1) Independent Nursing Measures The act of independent nurses conducted on scientific grounds includes health education or health promotion measures, daily activities and counseling. This nurse's self-action does not require the supervision or direction of the other party.
- 2) The action of a nurse who depends on the medical team, the nurse performs the action under supervision by the doctor or in the sense that the nurse performs written or oral instructions from the doctor. For example, the act of administering drugs.
- 3) Collaborative Nursing Action Actions actions that require a combined team of knowledge, skills and expertise of a wide range of healthcare professionals. The nursing plan is structured based on the results of the agreement.

According to Stuart and Sundeen (1995), the functions of therapeutic communication are as follows:

- 1) Increase the level of client independence through a process of self-realization, self-acceptance and respect for oneself.
- 2) The ability to foster intimate and interdependent interpersonal relationships and love.
- 3) A clear self-identity and a high sense of integrity



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- 4) Improve client well-being by improving function and ability to satisfy needs and achieve realistic personal goals.

There are three basic things that characterize therapeutic communication according to Arwani:

- 1) Genuineness Health /medical personnel must be aware of the value, attitude and feelings they have towards the client's situation. Healthy energy that is able to show its sincere feelings has an awareness of the attitudes they have towards the patient so that they are able to learn to communicate appropriately;
- 2) Empathy (emphaty) Empathy is the feeling, understanding and acceptance of the feelings experienced by the client and the ability to feel the personal world in the client;
- 3) Warmth Warmth, the nurse will encourage the client to express ideas and pour them in the form of actions without fear of being confronted or confronted.

According to Lalongkoe, the principles of therapeutic communication that must be applied in order to obtain or achieve satisfactory results are to pay attention to the following:

- 1) Make the client the main focus in the interaction
- 2) Review intellectual qualities to determine understanding;
- 3) Using an open attitude only for therapeutic purposes;
- 4) Applying professionals in arranging therapeutic relationships;
- 5) Avoid social relationships with clients.

According to Uripni et al, the techniques carried out in the implementation of therapeutic communication, are as follows:

- 1) Listening
- 2) Ask related questions
- 3) Repeating client speech
- 4) Clarify

Focus According to Stuart and Sundeen, the stages in the implementation of therapeutic communication, are:

- 1) Pre-interaction phase  
Starting before the first contract with the client, is the preparatory stage of health workers before meeting and communicating with patients.
- 2) Orientation Phase  
When the nurse meets with the client for the first time, that is, the reason the client asks for help that will affect the relationship between the health worker and the client.
- 3) Working Phase  
That is, giving the client the opportunity to ask questions, ask the main complaints, start activities in a good way, carry out activities as planned
- 4) Termination Phase  
Summing up the results of the interview, follow-up of the client, performing the contract, ending the interview in a good way." The termination stage is divided into 2, namely:
  - a. Temporary termination
  - b. Final termination

#### 4. PEMBAHASAN

According to Article 82 paragraph (1) of Law No.36/2009 on Health which reads that the Government, Local Government, and the community are responsible for the availability of resources, facilities, and the implementation of health services thoroughly and continuously in disasters, then in this pandemic the Government must also ensure the availability of tools that support occupational safety and health for health workers.

Factors significantly related to the implementation of nurses' therapeutic communication are variables of job satisfaction, work motivation, work climate.

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If the element is ignored then in the not too distant future, the hospital will lose many patients and be shunned by prospective patients.

Patients will turn to other hospitals that meet patient expectations. It is undeniable, that patient satisfaction depends on the quality of service, so the implementation of therapeutic communication by nurses is one indication to improve the quality of service felt by patients and their families. It is also based on the importance of word of mouth information.

This therapeutic communication is evident in the nursing profession. Examples of therapeutic communication techniques are: reception, silence or silence, self-offer, reward, active listening, open communication, have the patient sort events according to time, seek clarification, make observations, confotals.

## 5. KESIMPULAN

The results of this study are recommended to be input and development in nursing science, especially in the field of therapeutic communication.

## 6. PENGAKUAN

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