

# 14. The Relationship of Therapeutic Communication with Inpatient Satisfaction

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# The Relationship of Therapeutic Communication with Inpatient Satisfaction

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**Abstract.** The dissatisfaction of patients to care healthcare one of which is influenced by factors communication therapeutic nurse in providing care nursing. The purpose of this study was to see whether there was a relationship between nurse therapeutic communication and inpatient satisfaction at the Orchid Room at the BP Batam Hospital in 2020. This type of research was descriptive quantitative correlation and cross-sectional design, variable the independent communication therapeutic nurses the dependent variable in patient satisfaction. The population in this study were all patients admitted to Orchid Ward BP Batam with day carelessness over three days. The average number of patients is 108 patients per month. Technics taking samples is total sampling. Analysis of the research is at univariate and bivariate and processing test data using Chi-square ( $p < 0.05$ ). The results showed that most of the respondents whose in patient satisfaction were not satisfied with poor nurse communication were 50 respondents (78.1%). The results of the analysis using the Chi-Square statistical test with 95% CI obtained p-value = 0.000, meaning  $p < 0.05$ , thus  $H_0$  is rejected and  $H_a$  is accepted, so it can be concluded that there is a significant relationship between Therapeutic Communication Nurses and Inpatient Satisfaction in the Orchid Room. Hospital BP Batam Year 2020.

**Keywords:** Communication Therapeutic, Satisfaction, Patient

## 1 Introduction

The hospital is one of the health facilities in which to carry out efforts health. Health effort is any activity to maintain and improve health, aimed realizing an optimal degree of health for the community. Health efforts are carried out with a maintenance approach, health improvement (*Promotive*), disease prevention (*Preventive*), disease healing (*Curative*), and health recovery (*Rehabilitative*), which are carried out comprehensively, integrated, and continuously (Permenkes No 34, 2016).

Quality of service is to show any form of actualization of service activities that satisfy the people who receive the services specified in the five elements, namely with responsiveness (*Responsiveness*), requires the existence of a guarantee (*Assurance*), show evidence of a physical (*Tangible*), show empathy (*Empathy*) and those who provide services by reliability (*Reliability*) are given in consequence to satisfy the ministry (Nursalam, 2016).

According to data from the World Health Organization (WHO) in 2016 throughout the United States and Europe, consumer satisfaction plays an increasingly important role in the quality of care and health reform. In the last 10 years, the proliferation of a survey that focuses

exclusively on the patient's experience, as the experience of care while waiting, the quality of basic amenities, and communication with the service of health, among 17 countries, Italy was rated second by the WHO, but only 20% of the population say they are satisfied with their health care system.

Based on the data National Census that houses government hospital is homesick most major used for hospitalized patients as much as 37.1% and homesick private as much as 34.3%. The rest of the community chooses health services in maternity clinics and Public Health Centre because the location is closer to their homes. Each patient expects to get the best service and be able to communicate well where the patient feels comfortable when communicating with nurses. According to the Ministry of Health of Indonesia (1) 2015, they found their complaints about dissatisfaction patient to nurse communication. The average data obtained from several hospitals in Indonesia shows that 67% of patients complain of dissatisfaction in receiving health services (Depkes, 2015).

Therapeutic communication is one of the factors that play an important role in determining patient satisfaction because quality nursing services are not only determined by the accuracy of service but how nurses can develop communication relationships with patients in providing nursing services for the success and recovery of patients. Not infrequently the patient feels outcomes or results not by he hopes, but the patient feels satisfied because the nurse can communicate well to the patient (Depkes, 2015).

Therapeutic communication carried out by nurses aims to provide information and maintain communication with patients, patient families, and other health workers. Nurses are in a unique position to understand the needs and wants of patients and their families. The relationship of mutual giving and receiving between nurses and patients in nursing services is called the therapeutic communication nurse who is a professional communications nurse (Intan Juwita Sagala, 2019).

Interactions are conducted by nurses to patients aims to foster a relationship of mutual trust with the patient, so it will grow a sense of trust of patients to nurses to complain that she felt. Of the complaints of these patients, nurses know the picture that is clear about the condition of the client who is being treated as well as the signs and symptoms that are displayed. Illustration of this that will be used as a reference in determining the issue of nursing and nursing actions to be carried out by the complaint and nursing problems being experienced by the client, so it helps in speeding up the healing process. The hope is that the length of the client's stay will be shorter and shortened by the presence of therapeutic communication activities (Intan Juwita Sagala, 2019).

Research conducted by Alemu, et al in Dora (2019) at the Hospital of Debre Markos, Ethiopia, obtained the result that the training of communication interpersonal nursing ward is very important. This training was able to make a significant change in the patient satisfaction level from 25.1% to 82.5%. This indicates that the communication therapeutic very instrumental important in increasing the satisfaction of patients. Research more done by Dzomeku et al in Siti (2015), in a study of 100 patients in Ghana, showed that as many as 70.7% of patients are less satisfied with the service that is given by a nurse (Siti, 2015).

Research else that is done by Akbar, et al in Astutik (2018), in the installation of inpatient hospitalization in a private hospital in Makassar, it is known that patient dissatisfaction towards communication therapeutic that is done by a nurse caused by nurses only Now and occasionally say hello when entering into patient care rooms, never introduce themselves, never explain the rules that apply in the hospital, and nurses rarely provide an explanation of nursing actions to be given to patients. Nurses sometimes use scientific language which is difficult to be understood by the patient. Patients also said that nurses do not ever tell the time of the meeting

and a plan of action that will be done next, nurses rarely provide an opportunity for the patient to ask, nurses sometimes when leaving the rooms of patients do not take leave up in advance, as well as in communicating nurse looks rarely friendly.

This research was supported by Irawan in Sembiring (2019), at RSUD Dr. Rasidin Padang City, who said that the cause of patient dissatisfaction with therapeutic communication was because nurses did not deliver greetings, nurses could not provide a sense of security and comfort, nurses were less friendly, less responsive when patients had complaints, the nurse did not pay enough attention, the nurse did not explain and introduced the person in charge of the shift if he wanted to be contacted when the patient needed. Based on the data it can be concluded that the number of satisfaction of patients is still relatively low, so the satisfaction of hospital patients becomes problems both in Indonesia and in the outside country.

The low rates of patient satisfaction will affect the development of Rumah Sakit, with such a lack of satisfaction of patients can lead to the loss of confidence of patients to the hospital. One way to increase patient satisfaction can be done by improving therapeutic communication in the nursing process in serving patients. Because one important indicator of the quality of care homesick is the satisfaction of patients.

Rumah Sakit BP Batam is a home Hospital referral of type B and one of the institutions responsible for providing health care with an emphasis on healing and recovery for the people of Batam. BP Batam Hospital is not only used as a place for health services, but is also used as a place of education for prospective doctors, nurses, midwives, and other health workers as well as students from various universities who want to do research. Care homesickness consists of servicing ambulatory path and inpatient hospitalization. Services inpatient hospitalization is one of the services the medical mainstream in the hospital as a place where there is the interaction between the client and the nurse in a time that is quite long.

Care inpatient unit consists of a surgical, non-surgical, obstetrics, children, perinatology, ICU / CVCU, and spatial isolation of disease infection emerging (PIE). Figures visits inpatient hospitalization Rumah Sakit BP Batam always experienced an increase from year to year. The number of patient visits to the BP Batam Hospital in 2017 was 8409 people, in 2018 there were 9173 people, and in 2019 there were 9210 people, while the number of inpatient visits to the Orchid room averaged 108 people per month (RSBP Batam, 2020).

From the survey results Orchid Hospital inpatient BP Batam on a survey of patient satisfaction in general about the hospital service in August 2020, obtained the category of very satisfied 37% satisfied 45% and less satisfied 18%. In general, the level of satisfaction of patient had maximal standardized patient satisfaction in the health service are set out in the nation by the Ministry of Health. According to the Ministry of Health Regulation of the Republic of Indonesia of 2016 concerning Minimum Service Standards for patient satisfaction, which is above 95% (Depkes, 2015).

2 When the discovered ministry of health with the level of satisfaction of the patients were below 95%, it is considered that the health services provided do not meet the minimum or not qualified. Where for the speed of responding there are still some who are not satisfied, so here it is necessary to implement therapeutic communication by nurses who are tasked with increasing patient satisfaction in receiving health services.

From the results of studies preliminary who do researchers dated 10 October 2020 through interviews with 10 patients at the Orchid Lounge BP Batam Hospital found 6 patients said nurses did not provide information about the condition of the health of patients, whereas 4 patients said that nurses provide information about the state of health of the patient. Additionally, 8 patients said nurses did not introduce themselves when the first contact with patients, 2 patients again said that the nurse when contact first with the patient, the nurse introduced himself. A total of 5

patients said the nurse did not explain the procedure of action being performed, and 5 more patients said that the nurse explained the procedure of action taken by the nurse. According to the 7 patients, nurses currently wanted out of the room the patient is not any farewell, in 3 patients again said that the nurse is currently wanted out of the room the patient is always saying goodbye. It is demonstrated that the communication therapeutic are performed by nurses in Anggrek BP Batam Hospital is not optimal. Based on the above phenomenon, the researchers are interested in researching "Relations Therapeutic Communication Nurse with Satisfaction Patients Hospitalized Inpatient n Space Orchid House Hospital BP Batam Year 2020".

## 2 Methods

This research is a *descriptive quantitative correlation with a cross-sectional* design. The research was conducted in the Orchid Room of the BP Batam Hospital from January 27, 2021, to February 20, 2021. Participants in this study were all patients who were treated in Orchid room BP Batam Hospital with the treatment of approximately three days as many as 108 people with Mechanical *total sampling* data were collected through a questionnaire or questionnaire. Data analysis was performed using *univariate and bivariate analysis* and then the data was processed using the *Chi-square* test ( $p < 0.05$ ) with a computerized program (*IBM SPSS Statistics 23.0 for windows*).

## 3 Results and Discussion

### 3.1 Univariate Results

#### a. Communications Therapeutic Nurse diruang Orchid House Hospital BP Batam Year 2020

**Table 1.** Respondent Frequency Distribution Based on Nurse Therapeutic Communication in the Orchid Room of BP Batam Hospital 2020 year

Nurse Therapeutic Communication	f	%
Good	48	44.4
Not good	60	55.6
amount	108	100.0

The results showed that of the 108 patients treated at the Anggrek Room at the BP Batam Hospital in 2020, more than half (55.6%) of respondents said the therapeutic communication of nurses was not good. According to the theory of Revelation in Astutik (2018), states that phase of work is the core of the whole process of communication therapeutic, because in it nurses are required to assist and support the patient to express feelings and thoughts, and then analyze the responses or messages were delivered by the patient. In the phase of work is the stage where the nurses and patients have a longer time-to face and nurses also listen to it actively and with full attention so it is able to help the patient to define the problem of health.

Of the 10 statements on the therapeutic communication questionnaire, there were 2 lowest scores on the parameter "relax" with the statement "the nurse is relaxed to me" the result was 84 (78%) respondents answered no. and the parameters of "being polite" with

the statement “the nurse leaned body towards you” obtained results do not answer is 78 (72%) of respondents. Based on this, the researchers assume that a relaxed nurse’s attitude and good body gestures are a form of non-verbal communication that can affect therapeutic communication itself, because the more relaxed attitudes of nurses and nurses who are polite illustrate that the nurse is ethical well, and can communicate well and so als vice versa. Lack of nurse therapeutic communication was also due the number of patients per day with an average of 17-20 patients per day. The number of patients is not proportional to the number of nurses on duty per shift, which is only 3 people, 1 PJ shif and 2 administrators so that the nurse’s performance is not as optimal as the respondent wants. And according to the theory of Stuart (2016) be relaxed and leaning body to the way you or the future is one of the forms showed concern that workers health have time to listen to patient complaints through the techniques of communication therapeutic.

**b. Satisfaction Patient Care Inpatient diruang Orchid House Hospital BP Batam Year 2020**

**Table 2.** Respondent Frequency Distribution Based on Inpatient Satisfaction in the Orchid Room at BP Batam Hospital 2020 year

<b>Satisfaction Patient Hospitalization</b>	<b>f</b>	<b>%</b>
Satisfied	44	40.7
Not Satisfied	64	59.3
amount	108	100.0

The results showed that of the 108 patients treated at the Anggrek Room at the BP Batam Hospital in 2020, more than half (59.3%) of respondents said they were dissatisfied. According to the theory Budiastuti in Astutik (2018) which affects the satisfaction of patients is care nursing particularly communication that is planning how the information that is given by health care personnel and how Complaint complaints from patients quickly accepted by nurses in providing a response or assistance to the complaints of patients and what needed by the patient.

In this study, the results obtained are in accordance with the existing theory that the nurse’s therapeutic communication affects the patient’s level of satisfaction, because it gives attention to the patient and informs what action plan the patient will undergo, the patient will create a feeling of being appreciated, cared for and understood by the patient so that it arises. feeling of satisfaction. Patient satisfaction is the feeling of pleasure or disappointment of someone who appears after comparing the results (performance) to performance (expected results). A person will feel satisfied if what is obtained is in accordance with his expectations.

Of the 15 statements on the questionnaire satisfaction of patients hospitalized inpatient contained the value low in reliability parameter is “Timeliness nurse arrived diruangan when you need a” respondents rarely was 85 (79%) of respondents. Based on this case the researchers assume that due to a high workload and the number of nurses is still less make nurses overwhelmed doing the routine care of all the actions that will be given to the patient, it makes the interaction of nurses with patients less, while nurse with a patient just a formality just Karna documentation in the medical record and SIMRS to do a nurse too much, and when the patient asked the nurse comes spatial nurses are not

directly away so make patients are waiting, so that the dissatisfaction of respondents due to nursing care that is given is not satisfactory.

### 3.2 Bivariate Results

#### a. Relations Therapeutic Communication Nurse with Satisfaction Patients Inpatient hospitalization diruang Orchid Hospital BP Batam 2020.

**Table 3.** The Relationship between Nurse Therapeutic Communication and Inpatient Satisfaction in Orchid Room at BP Batam Hospital 2020 year

Communication Therapeutic Nurse	<i>Satisfaction of Patients Hospitalized Confinement</i>				<i>amount</i>		<i>P value</i>
	<i>Satisfied</i>		<i>Not Satisfied</i>		<i>f</i>	<i>%</i>	
	<i>f</i>	<i>%</i>	<i>f</i>	<i>%</i>			
Good	34	77.3	14	21.9	48	44.4	0,000
Not good	10	22.7	50	78.1	60	55.6	
amount	44	100	64	100	108	100	

Results of the study showed that of 108 respondents showed that the majority of respondents were not satisfied hospitalization satisfaction with communication nurse unfavorable is 50 respondents with the percentage (78.1%). Based on the test statistic *Chi Square* was obtained *p value* = 0.000 means  $p < 0.05$  hence  $H_0$  refused and  $H_a$  is received so that it can be concluded that there is a significant relationship between Therapeutic Communication Nurse with Inpatient Satisfaction in the Orchid Room Rumah Sakit BP Batam Year 2020.

Results of the study is consistent with research that is performed by Chichi Hafifa Transyah (2017), entitled relationship with the application of therapeutic communication nurse patient satisfaction in Padang, the results showed that more than half of that 64% of patients are not satisfied with the implementation of therapeutic communication nurse. More than half, namely 74% of nurses, lack of therapeutic communication with patients. So there is a significant relationship between patient satisfaction with the implementation of nurse therapeutic communication in the internal inpatient room of dr. Rasidi Padang in 2017 ( $p = 0.003 < 0.05$ ) (Toni & Transyah, 2018).

And research more done by Dora (2019) which called relationship communication therapeutic nurse with patient satisfaction with the results of the univariate analysis showed that 43.3% of respondents said they were satisfied and 56.7% of the respondents are not satisfied, the bivariate analysis in getting *p value* = 0.000 This means that there is a significant relationship between the therapeutic communication of nurses and the satisfaction of non- surgical inpatients at Makassar Hospital. The results of this study were also supported by research conducted by Haryanto in Siti (2015) entitled the relationship between nurse therapeutic communication and patient satisfaction at the Kendal Islamic Hospital, the results obtained were the value of  $p = 0.01$  ( $p < 0.05$ ) which indicated that There is a relationship between nurse therapeutic communication and patient satisfaction.

Analysis researcher can be concluded that the communication therapeutic nurse may affect the satisfaction of patients in care nursing at home sick. By doing good therapeutic communication it will create patient satisfaction in terms of nursing services in the hospital. With nurses always applying therapeutic communication, the patient will feel satisfied and will feel valued as a patient, so this will benefit the hospital and also benefit

the patient himself. Application of therapeutic communication by nurses is important and must be done in order to provide maximum nursing care for patients and provide quality that is good for the hospital.

#### 4 Conclusion

From the results of the analysis of the data can be inferred about the Relationship Communication Therapeutic Nurse with Patient Satisfaction Inpatient hospital at Orchid Lounge BP Batam Year 2020 as follows:

- a. More than half (55.6%) of respondents said the therapeutic communication of nurses was not good
- b. More than half (59.3%) of respondents said they were not satisfied.
- c. Most of the respondents were not satisfied hospitalization satisfaction with the communication of nurses who are less good is the 50 respondents with a percentage (78.1%).
- d. The result of the analysis by using the test statistic Chi square with a CI of 95% was obtained  $p\text{ value} = 0.000$  means  $p < 0.05$  hence  $H_0$  refused and  $H_a$  is received so that it can be concluded that there is a significant relationship between Therapeutic Communication Nurse with Inpatient Satisfaction in Orchid Lounge Hospital BP Batam Year 2020.

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