

# Nurse and Patient Interaction through Therapeutic Communication

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**Abstract:- Therapeutic communication is a communication performed by nurses to patients with a goal to help the healing process, but the phenomenology of the field are still many nurses who have not applied therapeutic communication properly. This study was to determine the depth of the application of therapeutic communication phase inpatient hospital in Palembang South Sumatera. This research uses the descriptive method of qualita tif with phenomenology approach using in-depth interview technique. The informant selection technique used *purposive sampling* , the informant consisted of 8 nurses. Method of analysis of this research is Moustakas method. Related experiences nurse apply therapeutic communication there are 7 themes obtained in the inpatient room at South Sumatera Hospital. The ineffectiveness of therapeutic communication between the nurse and the patient in interacting is useful to improve the patient's recovery. The presence of training for nurses on therapeutic communication and the existence of operational standards of therapeutic communication procedures.**

**Keywords:-** *Experience Nurse and Therapeutic Communication.*

## I. INTRODUCTION

Therapeutic communication is very important to use, professional communication aimed at healing the patient. The nurse's ability to communicate affects the patient's assessment of the nurse as well as the nurse's sense of her. Each intervention made by the nurse is performed using therapeutic communication. Therapeutic communication techniques are nurses skills that must be trained and trained every time, nurses need to analyze who will be communicating, interacting with pediatric patients, adolescents, will not be the same techniques of communicating with elderly patients, psychiatric patients as well as with patients who are in terminal condition. The existence of therapeutic communication skills , nurses will more easily establish a relationship of mutual trust with clients, so it will be more effective in achieving the goals of nursing care that has been applied, provide professional satisfaction in nursing services and will improve the profession (Damayanti, 2008).

Research conducted by Roberts & Bucksey, (2007) found there are some non verbal and verbal aspects shown by health workers in communicating with patients and done more to speak as a patient and Air behavioral content (advisory), which consists of verbal and nonverbal communication commonly touched (54%) and gaze by the patient (84%).

Research conducted by Yularsi, (2014) on application of therapeutic communication, to obtain the result that communication in the ward has a significant effect on patient satisfaction and accelerate the patient's recovery. The application of therapeutic communication is not only done in the wards of care, but it has been started since the patient is still in the polyclinic, is expected with the application of therapeutic communications patients will feel comfortable while undergoing hospitalization and treatment satisfied with the services provided by the hospital in Semarang.

The results of interviews with two nurses at the inpatient who were inquired about therapeutic communication were obtained by two nurses saying that the implementation was good enough although there were still some stages of therapeutic communication that had not been done yet . This study aims to explore experience nurse in the application of therapeutic communication on patient.

## II. RESEARCH METHOD

In this study, the researcher attempted to reveal the nurse's experience in carrying out therapeutic communications to the patient, so that the appropriate qualitative research design is used using phenomenology. As for making the participants was done by using *purposive sampling*, with the criteria of nurses who become participants in this study were nurses who beaker ja in the inpatient unit, minimum education DIII of nursing, is willing to be a participant in the study as evidenced by a signed statement indicating agreement with the research, were able to apply communication therapeutic, and in place at the time this study was conducted. This research was conducted in Hospital South Sumatera . The study was conducted from June 2017 to May 2018. Data collection methods in qualitative research were conducted on natural conditions, primary data sources, and more data collection techniques on

in-depth interviews, observation and documentation studies. The process of data analysis in qualitative research with phenomenology approach, analyzed based on moustakas method where a data analysis that can follow the systematic procedure that moves from the narrow analysis unit ( keyword) to the wider system ( tema ) then to the description details that summarize two elements, namely; what individuals have experienced and how they experience them (Creswell, 2015) .

### III. RESULTS AND DISCUSSION

Participants in this study were nurses who worked in the inpatient ward as many as 8 people. Characteristics of participants described in the demographic data consist of initials, age, sex, occupation, education, employment status, and length of service in the ward in South Sumatera Hospital. Demographic info can be seen in the table below.

The results of in-depth interviews about the characteristics of man data in obtaining the picture of age, education and years of service. Based on the age description of informants it is known that all i nforman aged over 21 years in which show informers in this study is mature because of his age is mature. Based on the informant's educational description, it is known that some of the informants are educated in Nursing DIII so it can be said that they have been able to think critically and scientifically. Based on the picture of the work of health workers that they at least have enough experience because it lebih of 1 month and everything meets k riteria informants who have been determined. Informant research plan amounted to 10, but there are only 8 informants because 1 informant has been done for the instrument test and the 1 informant again maternity leave, so that there are only 8 informants. The head of the room is used as source triangulation. Rose room used as a place of study because the room is a third class room and all types of diseases are placed there, and each pershift his nurse only 2 people who serve.

No	Keywords	Category	Subthemes	Tema
1.	- Communication nurse with patient - To improve the patient's recovery - Planned	The nurse's relationship with the patient	a. The nurse has knowledge of therapeutic communication	Fostering therapeutic relationships with patients
	- Know the complaints - Comfortable Accept conditions	Helping clients	b. Strengthening the relationship n	
	- Pre interaction - Introduction - Orientation - Work - Termination - Facilitate the nurse in taking action	Therapeutic communication process  Identify actions	c. The nurse's job in fostering the interaction with the patient  d. Review the patient's problem	
2.	- Dig yourself up - - Prepare yourself	Assessing your own feelings	Identify weaknesses and shortcomings	Identify to overbalance and lack of self
3.	- Name the nurse - Ask for the patient's name - Say greeting	Ask the patient's identity	Open attitude to clients	Fostering relationships mutual trust
4.	- - Asking for complaints - Evaluate the contract - Plan the action	Implementation of both meetings	Evaluate the results of past actions	Me the value of interaction in communicating therapeutic with the patient
5.	Take action	Solution to problem	Help clients dig important things	Working together to solve patient problems
6.	- Asking for feelings - Regards	Agree on follow-up	Re-conclude from the action result	Evaluate the achievement of the objectives of the interaction
7.	Difficult to communicate	Resists in communication	Client non-conformity to change	Facing the patient's difficulty in communicating

Table 1:- Keywords, categories, sub themes and themes the nurse's experience in applying therapeutic communication

The themes in this study resulted from in-depth interviews and supported by observation and documentation studies during the data retrieval process. info analysis yields 7 tema as the result of research are: Fostering therapeutic relationship with patient, identifying nurse readiness before communicating with patient, building trust relationship, patient, assessing interaction in communicating therapeutic with patient, doing cooperation to overcome patient problem, evaluating achievement purpose of interaction, difficulty facing patient in communicate.

#### IV. DISCUSSIONS

##### A. *Fostering Therapeutic Relationships with Patients*

Therapeutic communication can be undertaken by nurses by fostering therapeutic relationships with patients well. Some sub themes are : Nurse has knowledge about therapeutic communication, strengthen relationship with patient, nurse duty in fostering interaction relationship with patient, to study patient problem. the nurse says that there is an understanding of the meaning or definition, the purpose, stages and benefits of therapeutic communication that can be explained by the nurse itself.

Therapeutic communication is maintained by the nurse by fostering a therapeutic relationship with patients, there are four sub themes that make up the theme:

##### ➤ *The nurse has knowledge of therapeutic communication*

The results showed that nurse participants who performed therapeutic communication had knowledge about therapeutic communication. Some participants said about the definition of therapeutic communication that is seen from several participant conversations as follows: "*Communication is done by all health personnel to deck patients, especially nurses deck. Interpersonal communication to the patient nurse n yes because there is a purpose to help cure the patient*" (1.1).

Meanwhile, the other participants declared .... "*Communication between nurses and deck patients who have a goal to speed healing of patients*" (1.3)

Therapeutic communication is nurse communication with the patient to improve the cure of the planned patient , the nurse knows about the therapeutic communication and nurse's communication also expresses the statement clearly and completely although there are still only partially answer it incompletely.

Therapeutic communication is consciously planned and the aims and activities focused on the patient's recovery, and is a professional communication that leads to the goal of healing a patient performed by a nurse or other health worker referred to as therapeutic communication. Therapeutic communication can not take place by itself, but must be planned, considered, and implemented professionally. A

communication process terape u tick nurse should know the basics, objectives, benefits, process or technique and communication phases and execute it with the right attitude at the hospital (Mundakir, 2006).

Meanwhile, the elite results of Siti & Indrayana, (2015) that therapeutic communication is communication very important by nurses professional that it aims to speed up the case embuhan patient . Patient satisfaction can occur if the need, desire, ter patient's expectations can be fulfilled.

This study reveals that nurses have knowledge about therapeutic communication and are very helpful in the process of healing the patient and first planned in accordance with the action to be performed.

##### ➤ *M empererat relationships with patients*

The results of this study indicate that the therapeutic communication activities of participants with patients to be better, can be seen from some participants who said about digging information about patient problems: "*In order for the patient comfortable in our care deck, we certainly need information about the patient's complaints right with therapeutic communication we can dig up information on patients ranging from complaints and bagaim a na to enter the hospital*" (1.1)

Therapeutic communication activities undertaken by the nurse aim to know the patient's condition, the sense of comfort for the nurse and the patient and the patient can accept the situation. The relationship of giving each other and received between the nurse and the patient in the nursing service is referred to as therapeutic communication of the nurse is a professional communication nurse (Purwaningsih, W & Karlina, 2010) .

Important things in communication therapeutic through the relationship of nurses and patients who are built with Well, nurses and patients work together to achieve goals (Nugroho, 2009 ) . Simamora research , (2013) that there is a therapeutic communication intensity of nurses and pediatric patients that are categorized to the frequent level that is an average of three times a day. In addition to the therapeutic intensity of the nurse's communication in relation to the patient's passion for healed is very positive or good.

In this study that the relationship of nurses with patients in communicating it will strengthen the relationship between nurses with patients , where for a professional relationship in nursing services.

##### ➤ *The nurse's job in fostering the interaction with the patient*

The results of this study indicate that the nurse's duty to build relationships with patients. Some participants said about the several stages of therapeutic communication performed by the participants: "*there is a pre-stage of*

*interaction, Phase introduce, orientation, stage work and termination stage" (1.1) and "Stage pre interaction, orientation, the working stage, termination stage "(1.2)*

The nurse understands about the task in the therapeutic process or stage where there are 4 stages that are done, namely pre-interaction stage, introduction / orientation, work phase and termination stage. Research done by Nugroho (2009) showed that the therapeutic communication applied consists of four phases / stages, namely prereteraksi phase, action phase, evaluation phase, and phase documentation, in doing therapeutic communication with patients, the perawat, using the techniques and certain attitudes. The relationship between nurses and patients is important in therapeutic communication. Through a well-nurtured relationship of nurses and patients, nurses and patients work together to achieve goals.

#### ➤ *Review the patient's problem*

H acyl research shows most participants claimed to communicate to conduct an assessment on the patient's health problems. B ome participants say d apat simplify the process of actions performed with the following statement: *"Memper easy to process in m e take action if the patient's nursing deck He believed kept happy with our simple enough deck of action" (1.2) and " Patient happy to keep doing the action is also good if the family or patient agrees to keep open so it is easier for us too. Continue if we want to ask about the complaints the patient can also get the information we really need the deck " (1.1)*

The nurse can perform the action by examining the patient's problem easily when using therapeutic with patient and in the process of communicating the therapeutic utik will get information that will be needed and tapa some of the benefits needed when communicating therapeutic.

The benefits of therapeutic communication are to encourage and advocating cooperation between fellow nurses with patients through nurse relationship with patient. Meanwhile, research conducted by Rahma (2016) found that therapeutic communication between the nurse and the patient has been going well, this is reflected in the way the nurse provides a gentle direct communication and facial expression which is pleasing to the patient also with the gift of attention to the patient by gently refreshing the patient's complaints, giving feedback is easy to understand and always smiling friendly and speaks politely.

#### *B. Identify strengths and weaknesses*

Therapeutic communication is undertaken by the nurse by identifying the nurse's readiness before interacting with the patient with understand self and prepare beforehand interacting with patients, where there are sub tem a that form the theme are: identify weaknesses and shortcomings. The results of this study indicate that participants before running therapeutic communication to the patient first do self

preparation by examining what the weaknesses and shortcomings in the nurse itself. This is the pre-interaction stage of the therapeutic communication process, the participant's statement as follows: *" We must first prepare our deck first (1.1) and " Before we make our communication as nurses need preparation as well as deck. Our ability must also be clayed and in our ability to dig again " ( 1.2)*

The nurse must have good skill and skill, and more importantly that is self-digging, the preparation and know the weakness and strength of the nurse's own where the nurse is in prainteraksi phase. The structure in therapeutic communication, according to Stuart (1998) dar i comprises the first phase that is: Preinteraction phase this is the preparatory period before starting to get in touch client. The duties of nurses in this phase are: explore per despair, hope and anxiety, analyze their strengths and weaknesses, with a self-analysis to maximize iaakan trained himself to be worth therapeutic for the client, if feeling unprepared then need to learn bali, discussion group friend, collect data about the client, as the base and nature of making interaction plan, make a meeting plan in writing, which will implemented when meeting with clients.

In Rahman's research, (2013) that the pre-interaction phase, the nurse in motivating healing addicts of narcotics and addictive substances is the phase before the nurse directly plunges interaction with the client. Nurses should prepare everything, client data, information about clients and prepare emotions and mentally before meeting clients.

This study shows that when nurses do prainteraksi phase then the nurse should be able to explore the ability of self by assessing the strengths and weaknesses of nurses and me prepared a self-therapeutic, which assess the strength by means of capabilities and advantages that exist didiri nurse. Seme ntara it to the disadvantage of nurses assess itself by what became his tid ak deficiency can be made to communicate with the patient.

#### *C. Fostering Trusted Relationships*

Therapeutic communication is undertaken by nurses by fostering trusting relationships with patients when interacting with patients, where there are subtitles that form the theme: open attitude to clients. The results of this study indicate that the participants conducted an assessment of the identity of patients where this is the introductory stage of the therapeutic communication process. Some participants said: *" We give our name and ask for the patient's name " (1.1).*

Statement of participants who stated about saying greetings to patients before interacting with patients is as follows: *" Patients come we say first greeting we continue to ask his name who and what age " (1.2) and " Brother introduced first name sister continue to ask the name of the patient and who another one is nah greeting "(1.3)*

Fostering trusting relationships is a theme formed from sub themes: Openness to the client , where the nurse's relationship with the patient will be established if there is trust. The belief that comes to know each other, and know the identity of both the nurse and the patient.

Research conducted by (Hermawan, 2009) there are several stages of therapeutic communication including introductory stage , at this stage there are several nurses there who make introductions and some do not, some of the nurses only asked me the identity of the patient, but do not introduce themselves the nurse itself to the patient , There are several nurse traits that are still irritable and snappy.

Nurses are required to perform therapeutic communication in doing nursing actions for patients or his family knows what action will be performed on the patient by nurse should introduce themselves, explain actions to be performed, made contract time to take action further nursing. Presence, or the attitude really exists for the patient, is part of therapeutic communication. Nurse should not look confused, patients should felt that he was the main focus nurses during interaction (Hermawan, 2009 )

Researchers conducted by Nugroho, ( 2009) states that m hrough nurse and patient relationships are nurtured b aik, nurses and patients work together to achieve goals. The purpose of communication These therapeutics include: helping the patient in clarifying and reduce the burden of feelings and thoughts, and can take effective action for patients .

Research conducted shows that build a trusting relationship is a phase introduce nurses mention the identity where nurses introduced him self at first and ask the identity of the patient, which is a question names, with their introductory phase will a good relationship between nurses and patients.

#### *D. Me the value of interaction in communicating therapeutic with the patient*

Therapeutic communication undertaken by nurses by assessing the interaction in communicating with the patient's therapeutic validate the accuracy of patient data se already interacting with the patient, where there is a sub - theme that forms the theme of evaluating the results of past actions

The results of this study prove that participants with patients always ask back about the contract that has been agreed. This is the stage of orientation in the therapeutic communication process in the presence of asking a complaint that has been done before. Some participants said: " *Asking a complaint to the patient* " (1.1) and " *what is the complaint we need* " (1.2)

Validating the accuracy of the data is a theme formed from sub themes: Evaluate the results of past actions , which is a part of the therapeutic communication orientation phase.

According to the theory related to this orientation phase p no digging nurse grievances felt by clients and individuals with symptom others to strengthen the formulation of nursing diagnosis. The purpose of this stage is to validate the accuracy of the data and plans that have been in the current state of the client , so nurses need to listen actively to collect the data (Nasir, 2009).

In research conducted (Kusumo, 2017) states that the therapeutic communication orientation stage between the nurse and the patient is the most influential stage of patient satisfaction . Research conducted showed that the nurses perform data validation by evaluating contracts or agreements already made and planned actions to be taken.

#### *E. Working together to Solve Patient Problems.*

Therapeutic communication is undertaken by nurses by collaborating with patients to address patient problems by communicating two ways when interacting with patients, where there are subtitles that form the theme: helping clients dig up important things

The results of this study prove that nurses perform work with patients in performing actions that will be done, where participants reveal: " *Take action and solve patient problems* " (1.1) and " *d isitu we do nursing actions patient. Before performing the act of nursing, surely your sister knows the purpose of doing this action for what so the patient is not confused* "( 1.2)

Working together to tackle the patient's nurse problem is a theme that is made up of sub themes: Help clients dig important things and do ones where there is a working phase.

Stage of work Is the stage to implement the plan keper a watan that was made , the importance of nursing services in the framework of the process of healing the client,. when nursing actions that will be done by nurses absence of consent of the client, then the action can not be done, there must be similar perceptions, ideas, and thoughts between clients and nurses in implementing nursing actions to be performed (Nasir, 2009) .

This study shows that at the time the nurse cooperates with the patient to solve the patient's own problems by performing a pre-planned nursing action.

#### *F. Evaluating the Achievement of Interaction Objectives*

Therapeutic communication is undertaken by the nurse by evaluating the achievement of the objectives of the interaction performed with the patient , where there are sub themes that make up the theme: recap the results of the action.

The results of this study prove that the nurse evaluates the achievement of the goal of interacting with the patient, re-asking the feelings felt after the action, such as the following

participant's statement : " *Asking back what feelings have been felt after action and communication* " (1.1) .

A temporary termination is the end of each nurse-client meeting, after a temporary termination, the nurse will be reunited with the client at a predetermined time. The final terminations occur if the nurse has completed the overall nursing process . Tasks per awat at this stage include evaluated interaction achieve the objectives that have been implemented, in evaluating, nurses should not be impressed testing the ability of the client, but should impress just repeat or conclude.

Research conducted by Kusumo, ( 2017) states that the therapeutic communication stage is most influential in patients in Installation Emergency is the stage terma na si. Termination stage get a good category in the implementation therapeutic communication by nurses. Emergency Installation Emergency is a place to be found frequently case of emergency that must be promptly obtained service and nurse are always first contact with patient 24 hours , service professionals should be upgraded because of an emergency me m emergency services need fast, accurate and careful with the goal of getting healing without disabled.

This study shows that nurses do an evaluation to the patient by asking a result of the action taken, in addition to the nurse also greeting the end of the meeting that was already done.

#### G. Facing the patient's difficulty in communicating

Therapeutic communication is undertaken by the nurse by evaluating the achievement of the objectives of the interaction performed with the patient , where there are sub themes that make up the theme: recap the results of the action

The results of this study prove that the nurse evaluates the achievement of the goal of interacting with the patient, re-inquires feelings after the action, the presence or participation of the participants : " *Asking back what feelings have been felt after action and communication* " 1.1 )

The presence of the Nurse faces difficulties with the patient inside communicate and formed from sub themes: Client non- conformity to change, and this is a barrier in therapeutic communication.

This obstruction is a result of the nonconformity client to change, when the obstacles to change te was felt, this behavior is usually shown by clients in the working phase, because the working phase contains the process of resolving the problem in the patient ( Stuart and Sundeen in Nurjannah, ( 2005) . Barriers to therapeutic communication are several types: *resistance* , *transference* , countertransference, and transgression, where *transference* is an unconscious response of feelings or behaviors toward a nurse who actually starts from dealing with certain people

who are meaningful to him when he was a child . *Cou n tertra n sference* is a therapeutic communication barrier made by nurses and not by client .. Boundary offenses, Nurses need to overcome the relationship with the client, which needs to be built with the patient is a therapeutic relationship, in this case nurse acts as a helper k lien (Suryani, 2005) .

This research has several obstacles or deadlocks nurses in conducting therapeutic communication with the patient and the existence of the avoidance of the patient , and the difficulty of the patient to communicate , the difficulty is due to a physical disorder that becomes an obstacle the patient is not able to be invited to communicate.

## V. CONCLUSION

The ineffectiveness of therapeutic communication between the nurse and the patient in interacting is useful to improve the patient's recovery.

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