

NURTURING WELL-BEING: EXPLORING THERAPEUTIC COMMUNICATION'S IMPACT ON PATIENT SATISFACTION AT ISLAMIC HOSPITAL JAKARTA CEMPAKA PUTIH INPATIENT WARD

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Abstract

This study investigates the relationship between therapeutic communication and patient satisfaction in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. Through a comprehensive examination of communication practices between healthcare providers and patients, the research aims to understand the influence of therapeutic communication on the overall satisfaction of patients during their hospital stay. The findings provide valuable insights into the dynamics of patient-provider interactions and contribute to the enhancement of healthcare services, emphasizing the pivotal role of effective communication in fostering patient well-being.

Key Words

Therapeutic Communication, Patient Satisfaction, Healthcare Interaction, Inpatient Care, Islamic Hospital, Jakarta Cempaka Putih, Well-Being, Healthcare Services.

INTRODUCTION

In the landscape of healthcare, the quality of patient-provider communication is recognized as a cornerstone for fostering positive patient experiences and, consequently, overall satisfaction with healthcare services. This research delves into the realm of therapeutic communication and its impact on patient satisfaction in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. Recognizing the profound influence of effective communication on the well-being of patients, this study seeks to explore the intricate dynamics of interactions between healthcare providers and patients within the hospital setting.

The inpatient ward, being a pivotal space in the continuum of care, presents a unique environment where the efficacy of therapeutic communication can significantly influence the overall patient experience. Islamic Hospital Jakarta Cempaka Putih, as the backdrop for this study, stands as a healthcare institution committed to providing compassionate and patient-centered care. Understanding the nuances of communication practices within this setting is crucial for elevating the quality of healthcare services and ensuring patient satisfaction.

This exploration aims to unravel the ways in which therapeutic communication contributes to nurturing the well-being of patients during their hospital stay. By examining the correlation between effective communication and patient satisfaction, we aim to provide insights that can inform healthcare practices, guide training programs, and ultimately enhance the overall healthcare experience for patients in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. The

subsequent sections will detail the methodology, findings, and implications of this investigation, contributing to the ongoing discourse on patient-centered care and communication in healthcare settings.

METHOD

Participant Selection:

The research conducted at the Islamic Hospital Jakarta Cempaka Putih inpatient ward involved a carefully selected sample of both healthcare providers and patients. To ensure diversity, participants were chosen based on demographic factors such as age, gender, and medical condition. The inclusion criteria encompassed patients who had experienced hospitalization and healthcare providers directly involved in patient care.

Qualitative Interviews:

Qualitative interviews were employed as the primary data collection method. In-depth, semi-structured interviews were conducted with healthcare providers, including doctors, nurses, and support staff, to explore their perspectives on therapeutic communication practices. Additionally, patients were interviewed to gain insights into their experiences and perceptions of communication during their hospital stay. Open-ended questions were designed to elicit detailed responses, allowing for a nuanced understanding of communication dynamics.

Communication Observation:

Direct observation of patient-provider interactions in the inpatient ward was conducted to complement the interview data. Trained observers discreetly observed communication patterns, non-verbal cues, and overall engagement between healthcare providers and patients. This method provided real-time insights into the dynamics of therapeutic communication in the hospital setting, allowing for a comprehensive analysis of actual practices.

Patient Surveys:

To quantify patient satisfaction, surveys were administered to a broader sample of inpatients. The surveys included questions related to perceived communication effectiveness, emotional support, and overall satisfaction with the care received. Utilizing a Likert scale, patients were able to express their opinions on the quality of communication during their hospital stay.

Data Analysis:

Thematic analysis was employed to analyze the qualitative data gathered from interviews and communication observations. Patterns, themes, and recurring motifs were identified to draw meaningful conclusions about the impact of therapeutic communication on patient satisfaction. Quantitative data from patient surveys were subjected to statistical analysis to quantify satisfaction levels and identify correlations between specific communication practices and overall satisfaction.

This mixed-methods approach aimed to provide a comprehensive understanding of the role of therapeutic communication in nurturing patient well-being and satisfaction in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. The triangulation of data sources enhanced the validity and depth of the findings, offering a nuanced exploration of communication dynamics in the healthcare context.

RESULTS

The research findings highlight a significant correlation between therapeutic communication and patient satisfaction in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. Qualitative interviews revealed that healthcare providers perceived effective communication as a vital component of patient-centered care. Patients, in turn, expressed heightened satisfaction when they felt their concerns were heard, received clear and empathetic communication, and experienced emotional support during their hospital stay. Communication observations substantiated these qualitative insights, providing real-time examples of positive and constructive communication practices.

DISCUSSION

The positive relationship between therapeutic communication and patient satisfaction underscores the importance of fostering effective communication practices within healthcare settings. The findings align with existing literature emphasizing the role of communication in patient-centered care and the impact on overall satisfaction. Instances of empathetic listening, clear information dissemination, and emotional support emerged as key factors influencing patient perceptions of care.

Moreover, the study revealed that not only did effective communication contribute to higher patient satisfaction, but it also played a role in mitigating anxiety and fostering a sense of trust between patients and healthcare providers. The observations and interviews highlighted instances where personalized communication, tailored to individual patient needs, positively influenced the overall patient experience.

CONCLUSION

In conclusion, this research establishes a compelling link between therapeutic communication and patient satisfaction in the inpatient ward of Islamic Hospital Jakarta Cempaka Putih. The qualitative and observational data provide rich insights into the dynamics of communication practices, emphasizing the pivotal role communication plays in nurturing patient well-being during hospitalization. The findings underscore the need for continued emphasis on communication skills training for healthcare providers and the integration of patient-centered communication practices into the broader healthcare framework.

As healthcare organizations strive to enhance the quality of patient care, recognizing and prioritizing effective communication becomes imperative. The insights gleaned from this study contribute to the growing body of knowledge on patient satisfaction and communication within healthcare settings, offering practical implications for improving patient experiences and elevating the standard of care.

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