

Hubungan Komunikasi Terapeutik Perawat dengan Kepuasan Keluarga Pasien di Instalasi Gawat Darurat RSUD dr. Soediran Mangun Sumarso

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Intisari

Latar belakang: Pelayanan keperawatan gawat darurat meliputi pelayanan keperawatan yang ditujukan kepada pasien gawat darurat yaitu pasien dalam keadaan gawat dan mengancam nyawa. Perawat yang bertugas di IGD dalam memberikan pelayanan kesehatan harus dapat melakukan komunikasi terapeutik dengan baik agar keluarga pasien dapat merasa puas dengan pelayanan kesehatan yang diterima pasien. Perawat dalam melakukan komunikasi terapeutik diperlukan rasa empati sehingga meningkatkan kepuasan.

Tujuan: Mengetahui hubungan komunikasi terapeutik perawat dengan kepuasan keluarga pasien di Instalasi Gawat Darurat RSUD dr. Soediran Mangun Sumarso.

Metode: Pendekatan penelitian menggunakan penelitian kuantitatif. Jenis penelitian deskriptif korelasional dan menggunakan desain *cross-sectional*. Sampel sebanyak 92 keluarga pasien yang mengantar pasien di IGD RSUD dr. Soediran Mangun Sumarso dengan teknik sampling menggunakan *purposive sampling*. Instrumen penelitian menggunakan kuesioner komunikasi terapeutik dan kepuasan. Analisis data dilakukan dengan menggunakan uji korelasi *Rank Spearman*.

Hasil: Sebanyak 47 responden (51,1%) menyatakan perawat sudah melakukan komunikasi terapeutik dengan baik sementara 45 responden (48,9%) menyatakan kurang baik. Sebanyak 53 responden (57,6%) merasa puas dalam pelayanan IGD dan 39 responden (42,4%) merasa tidak puas. Hasil uji *Rank Spearman* diperoleh nilai $\rho = 0,603$ dan $p\text{ value} = 0,001$.

Kesimpulan: Ada hubungan komunikasi terapeutik perawat dengan kepuasan keluarga pasien di Instalasi Gawat Darurat RSUD dr. Soediran Mangun Sumarso

Kata kunci: komunikasi terapeutik, perawat, kepuasan keluarga pasien

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ABSTRACT

THE CORRELATION BETWEEN NURSE THERAPEUTIC COMMUNICATION AND PATIENT FAMILY SATISFACTION IN THE EMERGENCY ROOM AT RSUD DR. SOEDIRAN MANGUN SUMARSO

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Background: Emergency nursing services include services to patients in emergency and life-threatening situations. The emergency nurse must be able to good communication so that the patient's family feels satisfied with the health services. Nurse therapeutic communication requires a sense of empathy to increase satisfaction.

Objectives: To determine the correlation between nurse therapeutic communication and patient family satisfaction in the emergency room at RSUD dr. Soediran Mangun Sumarso.

Method: The approach uses quantitative research. This type of research is descriptive correlational with a cross-sectional design. The sample is 92 families of emergency room patients at RSUD Dr. Soediran Mangun Sumarso with a purposive sampling technique. The research instrument used therapeutic communication and satisfaction questionnaires. Data analysis used the Rank Spearman correlation test.

Results: 47 respondents (51.1%) stated that the nurses had carried out good therapeutic communication, while 45 respondents (48.9%) had not therapeutic good communication. 53 respondents (57.6%) were satisfied with the emergency room services and 39 respondents (42.4%) were dissatisfied. Spearman's Rank test results obtained $\rho = 0.603$ and $p \text{ value} = 0.001$.

Conclusion: There is a correlation between nurse therapeutic communication and patient family satisfaction in the emergency room at RSUD dr. Soediran Mangun Sumarso.

Keywords: Therapeutic Communication, Nurse, Patient's Family Satisfaction

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