

Therapeutic Communication of Health Workers Against Covid-19 Survivors in Medan City

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Abstract: The corona virus has been designated as a global pandemic outbreak by the world health organization (WHO) thereby increasing the anxiety of people all over the world. Many people have been affected, especially those who are Covid-19 survivors who need treatment. Good service and communication can motivate patients to get well soon when they get sick. During the Covid-19 pandemic, many health workers (nakes) were treating patients who contracted the disease due to the Covid-19 virus. Health workers not only take care of patients physically but also need to establish good communication with patients so that the mental condition of the patient can also be motivated to recover from illness. The purpose of this study was to analyze the therapeutic communication of health workers in the recovery of Covid patients in the city of Medan. To see the inhibiting factors in the therapeutic communication of health workers in the recovery of Covid-19 patients in Medan. In this study, the research design used qualitative research methods with in-depth observations and interviews with informants. The informants in this study were health workers (NAKES) in the city of Medan who would be selected according to the research criteria. The results showed that the role of health workers in conducting therapeutic communication with patients was proven to be able to reduce the patient's psychological burden such as fear and anxiety about the impact of this virus which in turn could accelerate the patient's recovery period, especially for patients who follow the health advice of the health worker. the inhibiting factor in healing patients is the large number of negative news that can trigger bad thoughts in patients so that their health becomes bad again.

1 INTRODUCTION

In recovering process, good communication is needed between health workers and patients. This is necessary so that patients get motivation to be able to return to health as usual. In early March 2020, Indonesia began to be affected by the Covid-19 pandemic which made many health workers who died, either saving patients or those who were indeed infected with the Covid-19 virus. Patients who contracted the covid-19 virus were initially marked with flu and fever, then the virus began to attack the patient's congenital disease. (Yuliana, 2020) In the data obtained at the beginning of 2021, patients confirmed to be COVID-19 rose through 10,000 patients who recovered and the percentage for death decreased. Until today, patients who are positive for COVID-19 continue to grow every day and are always above 50 people who are confirmed positive or suspected. Patients receiving treatment in medan alone now number 1301 Covid positive patients and

518 suspected Covid-19 patients. (<https://www.humassumut.id/>, 2020). This attracted the attention of researchers to conduct research on therapeutic communication in efforts to recover Covid-19 patients in the cities of Medan and Pekanbaru. There is also a formulation of problems in this study as follows:

1. Therapeutic Communication of health workers in the Recovery of Covid-19 Patients in Medan?
2. Knowing the supporting factors and inhibitors of therapeutic communication of health workers in the recovery of Covid-19 patients?

2 LITERATURE REVIEW

Previous research that is almost similar was conducted by Rizky Hardhiyani, Department of Psychology, Semarang State University in 2013. This research is backgrounded by the phenomenon of lack of motivation to heal inpatients in the jasmine room

of Kalisari Batang Hospital. The causes include the lack of a therapeutic relationship between nurses and patients, causing patients to feel less motivated to recover from their disease immediately. This study aims to find out the relationship between nurses' therapeutic communication and healing motivation in inpatients. This research is a correlational quantitative study. The study included 127 patients. The sampling technique used is accidental sampling. The results showed that the therapeutic communication of nurses was higher as well as the motivation to recover inpatients as well as the motivation to recover inpatients. (Hardhiyani, 2013).

Further research, conducted by Andi Hasan Al Husain Journal of Communication Science in 2020. This study is titled Doctor and Patient Health Communication Based on Local Wisdom during the Pandemic. The pandemic period raised concerns for medical personnel to contract the Covid-19 virus due to the unopenedness of patients in extracting information on the disease suffered. This research aims to find interperative communication strategies by using Dramaturgy and Goffman theory and using the Sipakatau concept in its analysis. The selection of informants in this study is a health worker who works as a doctor who does not handle Covid-19 patients, for the determination of researchers using snowball sampling techniques. As for data collection techniques by using in-depth interviews through Whatsapp videocalls, literature studies, internet searching. The results of this study showed that self-presentation in the back stage is not too different from the front stage. Self-presentation highlights the identity as a doctor should be. This is done to support the attitude of equality with patients and to support the success of doctors in digging for information in anamnesis, doctors use sipakatau communication strategies. The substance of this study found a new concept of health communication between doctors and patients based on sipakatau local wisdom and gave recommendations to hospitals and doctors to apply the concept of health communication based on local wisdom. The thing that distinguishes from the research that will be carried out is on the object and location of the research carried out. (Husain, 2020).

According to the results of Azizah Des Derivanti's research entitled The Role of Therapeutic Communication in Government Policy and Covid-19 Coverage in the Media Perspective of health communication, commonly called therapeutic communication, has principles that are contrary to the media principle of "bad news is good news". Therapeutic communication looking at the Covid-19 pandemic, there are three systems, namely

personalistic systems, naturalistic systems and biomedical systems. In dealing with Covid-19, the Government refers to at least two regulations, namely Law No. 4 of 1984 and Pp No.40 of 1991 discussing the Prevention of Infectious Disease Outbreaks in this paper is the Covid-19 virus. Media reported the Covid-19 case in detail as a symbol to make it easier to describe the chronology and development of Covid-19 virus cases. On the other hand, the personal data of patients affected by covid19 is not displayed. (Derivanti, 2020).

2.1 Interpersonal Communication

Interpersonal communication is not just a series of response stimuli, stimulus-responses but a series of processes of mutual acceptance and delivery of responses that have been processed by each party. Interpersonal communication also plays a role in changing and developing each other, these changes through interaction in communication, parties involved to inspire, encourage and encourage in order to change thoughts, feelings and attitudes in accordance with the topic studied together. Interpersonal communication is the process of exchanging information and transferring understanding between two or more people in a small human group with various effects and feedback. In conducting communication between individuals there are also characteristics in conveying the message. According to Devito in the book there are characteristics in effective interpersonal communication, namely; Openness, Empathy; Supportiveness; Positiveness; Equality (Liliweri, 2015).

2.2 Self Disclosure

Effective communication one of them will occur if a person is able to express his thoughts and feelings openly, which is called self-disclosure. Self-disclosure is the way individuals express feelings, thoughts, aspirations and more about oneself to others that are beneficial to self-development and effective communication. Self disclosure is the process of sharing information that a person does to others in a communication message. In interpersonal communication, Joseph Luft emphasizes that everyone can know and not know about himself, nor others (Liliweri, 2015). This is described in the Johari Window:

Picture 2.1 Johari Window

I OPEN AREA Known by ourselves and known by others	II BLIND AREA Known by others but not known by ourselves
III HIDDEN AREA Known by ourselves but not known by others	IV UNKNOWN AREA Not known by ourselves and not known by others

Based on this concept, human behavior can be described schematically as seen in the scheme above. Field I, namely Open Field (Open Area) shows that the activities carried out by a person are fully aware of the person concerned, as well as by others, which means there is openness, with other words nothing to hide to others. Field II, the Blind Field describes that a person's activities are known to others, but he himself is unaware of what he is doing. Field III, namely the Hidden Area (Hidden Area) is that the activities carried out by a person are fully aware of him, but cannot be known by others. This means that such a person is secretive. Field IV, is the Unknown Area. This field illustrates that a person's behavior is not realized by himself and is unknown to others. (Liliweri, 2015).

2.3 Health Communication

Health communication is defined as any aspect of human-to-human communication related to health. Specifically defined as all types of human communication whose message is related to health (Maisyaroh et al., 2020). This explains that health communication is limited to messages sent or received, i.e. the variety of messages related to the world of health and influencing factors. Health communication is a communication process involving health, elements or participants of communication. In health communication various participants are involved in the health process between doctors, patients, nurses, health professionals or others. Health communication can also be associated with disaster mitigation, disaster mitigation is a series of efforts to reduce disaster risk, both through physical development and awareness and increased ability to face disaster threats (Government Regulation of the Republic of Indonesia Number 21 of 2008 concerning The Implementation of Disaster Management, 2008)

2.4 Therapeutic Communication

Therapeutic communication is a shared experience between counselors in this case counselors together with residents who aim to solve resident problems. The purpose of communication is to influence the behavior of others. Kalthar, et al (Purwoastuti, 2015) said that therapeutic communication occurs with the aim of helping residents who are professional by using a personal approach based on feelings and emotions. In this therapeutic communication there must be an element of trust. Therapeutic communication is not a work that can be ruled out but must be planned, deliberate and is a professional action. However, do not let it be too fun to work, then forget the resident as a human being with a variety of backgrounds and problems (Suranto, 2005) Communication skills are critical skills that must be possessed by a counselor. This communication is called therapeutic communication is a communication carried out by a counselor at the time of intervention so as to provide therapeutic properties for the resident healing process. Therapeutic communication is an adjective associated with the art of healing the healing process.

Communication in the field of nursing is a basis and key of a nurse in carrying out her duties. Communication is a process of creating relationships between nurses and clients as well as with other health workers. Without communication a person will feel alienated and without communication also a nursing action to meet the needs of the client will experience very significant difficulties.

In health sciences there are therapeutic communication objectives (Damaiyanti, 2010) are as follows:

1. Helping residents to clarify also reduces the burden of feelings and thoughts and can take action to change the situation if the resident believes in what is needed.
2. Reduce doubts, help in terms of taking effective actions.
3. Affects others, the physical environment and himself. Establishing a relationship with the resident requires communication because communication is the relationship itself, without such communication the relationship is impossible. Good relationship between counselor and resident so that residents are satisfied with the services provided.

3 METHODS

The approach taken in this study is to use a qualitative approach. Qualitative research approach states research that uses a natural background, with the intention of interpreting phenomena that occur and are carried out in a way involving existing methods. Qualitative research is based on efforts to build their researched views that are detailed, shaped, with words, holistic images, and complex (Moleong, 2017)

Qualitative research referred to in this study is trying to dig deep information without trying to interfere with or influence the thoughts of informants. The method used in this study is a qualitative approach to the paradigm of positivism. (Sugiyono, 2011) Researchers not only want to describe how therapeutic communication of NAKES (health workers) in covid-19 patients.

4 RESULTS

This research conducted will run for approximately six (6) months starting with observation of the research location and location survey conducted to see the condition of the location to be studied, then after doing this the researcher conducts the management of research permits so that they can immediately conduct research and plunge spaciousness. Furthermore, researchers make the preparation of questions that will be asked to informants in the field. After the question is considered to meet the methodology requirements to be given to informants in the field, namely Nakes (Power Of Validity) who became an informant in this study.

The research on The Latest Communication conducted in the Medan city region of North Sumatra is quite interesting and becomes its own challenge for the research team in the midst of the Covid-19 pandemic that still exists in almost all regions of Indonesia, even the city of Medan including from several major cities outside the island of Java and Bali that entered the red zone and still implemented PPKM (lockdown) to level 4 even though until the end of August 2021 when researchers made this research report the number of exposed and deaths due to the Covid-19 virus have decreased and those who recovered have increased. This study in the field found that the importance of good communication between patients and people who treat them in recovery after being infected with covid. This was

supported by therapeutic communication research on patients and families of Covid 19 patients researched by Tri Agus Yuarsa. In the study there are the same results as the findings of the study conducted, namely, families with patients who are treated in intensive rooms will feel anxiety because they are confused with the patient's condition, worried about financing problems, less stable conditions with actions that are not certain of the results until there is a shadow of death. With therapeutic communication will create a trusting relationship between the nurse and the patient's family so that the nurse is able to explain the patient's condition and the family can understand it. This will help the family to be able to take the best decision and will certainly provide satisfaction for patients and families so that the anxiety will go down by itself. (Tri Agus Yuarsa, 2022)

5 DISCUSSION

The health workers who become research informants are those who have enough experience as health workers because they have worked for more than 5 years. Informants already have deep work experience, hopefully researchers can provide more information about the latest communication they make to patients, especially in dealing with patients exposed to Covid 19 or Covid19 survivors. After conducting interviews with Nakes that have been data, there are various kinds of information obtained from nakes about the latest communication made by nakes to patients who have contracted the Covid19 virus.

According to the Journal clinical nursing, good communication techniques are needed to patients so that they can understand and help patients in the healing process. A new therapeutic communication model "TAGEET" to help nurses engage therapeutically with patients suspected or confirmed with COVID-19. This new therapeutic communication model will provide support for nurses by managing themselves in order to care for others in the COVID-19 environment (McCarthy et al, 2021).

These health workers in carrying out their activities to assist patients exposed to covid 19 apply communicative and persuasive services to patients. Officers have an effective communication approach to fostering COVID 19 patients' trust in nurses, as some patients believe that stressors can worsen the condition of COVID 19 patients. When nurse Nakes provides psychological support with communication can provide a sense of calm and confidence and foster the patient's confidence to heal, so as to provide opportunities for patients to communicate their sense

of heart makes patients more relaxed and comfortable so as to increase immunity and speed up the healing process of COVID 19 patients.

6 CONCLUSION

The conclusions obtained from this study are:

1. Therapeutic Communication of health workers in the Recovery of Covid-19 Patients in Medan is to provide more understanding and attention to the community who are recovering health after being exposed to the Covid-19 virus. The approach can help residents to reduce the burden of feelings and thoughts and can take action to change the situation experienced by the patient.

2. In the results of the study, it can be seen that what factors can hinder and support in the Therapeutic Communication of health workers in the Recovery of Covid-19 Patients, one of which is the supporting factor of patient recovery is positive communication from the patient's family that can help arouse the spirit of post-recovery patients. While the inhibiting factor of communication in patients affected by Covid-19 is the number of negative news spread that can trigger bad thoughts in patients so that their health becomes bad again.

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