



Interpersonal Interactions and Therapeutic Intervention as Nursing Caring Implementation and its Correlation with Patient Satisfaction

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Abstract

This study aimed to determine the relationship of caring of nurse from the aspect of implementation of interpersonal interaction and therapeutic intervention with patient satisfaction in hospital wards. It was an analytical survey with cross sectional study approach, population were patients in inpatient room of Makassar hospital with a total population of 215 patients in July 2016. Sample taken in this study were 68 patients using purposive sampling, with inclusion criteria is Adult patient (17 years and above). Interpersonal interaction is quite good but therapeutic intervention is lower than expected, two of this aspect have significant correlation with patient satisfaction. the results of this study indicate that more serious attention to interpersonal interaction and therapeutic intervention need to get more attention in order to improve patient satisfaction that also indicates the quality of service.

Keywords: Interpersonal interaction; Therapeutic intervention; Patient; Satisfaction.

1. Introduction

Caring implementation of the nurse is closely related to the satisfaction of the patient being treated in the hospital and if the patient's satisfaction level is low then the nurse must perform an evaluation related to the given treatment [1].

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Quality of nursing service as an indicator of health service quality becomes one of the determinant factors of health service institution image in the public perspective. As an effort to provide quality nursing care, a caring behavior is required by the nurse [3]. Quality of nursing care provided by the nurse can be achieved if can show caring attitude to the client. In providing care, nurses use skills, gentle words, touch, give hope, always be in addition to clients, and caring as a medium of care. Hospital service is a multi-disciplinary service, which is one of the parts of health services that have a determinant of quality constituencies and that forms the image of a hospital is a nurse. Nursing services in hospitals are an inseparable part of overall health services, even as one of the determinants of quality for service and hospital image in the eyes of the public [4]. This study aimed to determine the relationship of caring of nurse from the aspect of implementation of interpersonal interaction and therapeutic intervention with patient satisfaction in hospital wards.

2. Methods

The design used in this study was an analytical survey with cross sectional study approach, i.e. a design that examines the correlation or variable relationship at the same time. The population in this study were patients in inpatient Room of Makassar Hospital with a total population of 215 patients in July 2016. The sample in this study were patients who were in inpatient room as many as 68 patients. The sampling technique was purposive sampling, with inclusion criteria is Adult patient (17 years and above), Length of treatment for more than 2 days, and able to communicate, read and write well. The instrument was a questionnaire using a Likert scale. The statistic test used was chi square to know the relation of an independent variable (Caring from interpersonal interaction aspect and therapeutic intervention from a nurse), with the dependent variable (patient's satisfaction and patient's family), with $\alpha = 0,05$, in hospital ward Makassar.

3. Results

Caring from the aspect of interpersonal interaction to the patient in the hospital ward, can be seen in the table 4. It was found that there were 39 patients (57.3%) which caring nurses from interpersonal interaction aspect to patient categorized as less. There were 29 patients (42.6%) categorized as good (table 1).

Table 1: Caring Implementation of Interpersonal interaction aspects between nurses with patients

Caring Implementation (Interpersonal Interaction)	Frequency	
	N	%
Less	39	57,3
Good	29	42,6
Total	68	100

Number of nurses who caring from the aspect of therapeutic intervention to patients in hospital wards, can be seen in table 2. It was found that there were 30 patients (44.1%) which caring nurse from the therapeutic

intervention aspect of the nurse to the patient categorized as less. There were 38 patients (55.9%) who categorized as good (table 2).

Table 2: Caring implementation of therapeutic intervention aspects by nurses against patients and their families

	Frequency	
	n	%
Caring Implementation		
(Therapeutic Intervention)		
Less	30	44,1
Good	38	55,9
Total	68	100

Table 3: Patient satisfaction from caring implementation by nurse in the inpatient room of the hospital

Patient Satisfaction	n	%
Less	41	58,8
Satisfied	27	39,7
Total	68	100

It was found that there were 41 patients (58.8%) patients said less satisfied of caring by nurses, either from interpersonal interaction aspect, or from therapeutic intervention aspect. There were 27 patients (39.7%) who said they were satisfied (table 3).

Table 4: Relationship of caring nurse (interpersonal interaction) with patient satisfaction in hospital room

Caring Implementation (Interpersonal Interaction)	Patient Satisfaction				Total		P
	Less		Satisfied		n	%	
	n	%	n	%			
Less	21	30,8	11	16,2	32	47	0,000*
Good	18	26,5	18	26,5	36	52,9	
Total	39	57,3	29	42,7	68	100	

*Chi-Square Test

Result showed a significant relationship between caring nurse in interpersonal interaction with patient satisfaction in hospital room ($p=0.000$) (table 4). Relationship between caring nurse's implementation in terms of therapeutic intervention with patient satisfaction in the hospital room also significant ($p=0.012$) (table 5).

Table 5: Relationship of caring nurse (Therapeutic intervention) with patient satisfaction in hospital room

Caring (therapeutic intervention)	Patient Satisfaction				Total		P
	Less		Satisfied		n	%	
	n	%	n	%			
Less	8	11,7	13	19,1	21	30,9	0,012
Good	13	19,1	34	50	47	69,1	
Total	21	30,9	47	69,1	68	100	

*Chi-Square Test

4. Discussion

The results of this study indicated that the caring of interpersonal interaction aspect between nurses with the patient is dominantly not good that is 57,3%, and good 42,7%. Caring from the therapeutic aspect of nurse intervention is dominant either 55,9%, and less good 44,1%. Patient satisfaction from interpersonal interaction aspect and therapeutic intervention of patient is dominantly not satisfied that is 58,8%, and patient satisfied as much 41,2%. The result of bivariate result found that there was a significant relation between caring nurse implementation in interpersonal interaction with patient satisfaction.

The relationship of caring nurse in terms of therapeutic intervention also had a significant relationship between the implementation of nurses from the aspect of therapeutic intervention with patient satisfaction in hospital wards. Giving attention to patient satisfaction may affect patient mortality although many other aspects also affect such aspects of demography [5].

Low mortality index has association with increasing of satisfaction [6]. Training and motivation to healthcare staff is a way to improve patient satisfaction, skill to communicate with patient and increase of capacity to treat are important [7,8].

5. Conclusion

Interpersonal interaction is quite good but therapeutic intervention is lower than expected, two of this aspect have significant correlation with patient satisfaction. the results of this study indicate that more serious attention to interpersonal interaction and therapeutic intervention need to get more attention in order to improve patient satisfaction that also indicates the quality of service.

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