



The Relationship between Nurse Therapeutic Communication and Patient Satisfaction in the Inpatient Room of Saint Elisabeth Hospital Medan 2022

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ABSTRACT

Patient satisfaction is a feeling that arises from the patient as a result of the performance of health services after the patient compares with what he expects. Therapeutic communication is the ability of a nurse to help deal with stress and overcome psychological disorders of patients by providing understanding to reduce the burden on the patient's mind. The purpose of this study was to determine the relationship between nurse therapeutic communication and patient satisfaction in the inpatient room at Saint Elisabeth Hospital Medan. The method used in this research is descriptive correlation with a cross sectional approach. The sampling technique uses is accidental sampling, with a sample of 52 people. The research instrument used is a nurse therapeutic communication questionnaire and a patient satisfaction questionnaire. The results show that the majority of nurses' therapeutic communication with inpatients was good (92.3%), while the satisfaction of inpatients is mostly satisfied (65.4%). statistical test Spearman rank obtained p value = 0.010 where $p < 0.05$, $r = 0.354$ indicates that there is a moderate relationship between nurse therapeutic communication and inpatient satisfaction at Saint Elisabeth Hospital Medan. Nurses are advised to maintain therapeutic communication in hospitalized patients.

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1. INTRODUCTION

The hospital is a health institution that provides health services, both medical services performed by doctors and nursing services by nurses (Gröne & Garcia-Barbero, 2001). The quality of hospital services depends on the professionalism of employees, service effectiveness and patient satisfaction. Low service quality will cause patient dissatisfaction and cause various complaints. Some of the complaints that often arise, especially in hospital inpatient rooms, include the services of doctors and nurses who are not on time, the attitude of nurses who are not friendly, and the communication of nurses to patients who are less effective (Bark et al., 1994). More and more complaints indicate low quality of service which will cause the level of patient satisfaction to decrease (Cleary & McNeil, 1988).

Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing perceptions or impressions of the performance or results of a product and their expectations (Oliver, 2014). Satisfaction will be achieved if maximum results are obtained for each client and family, there is

attention to complaints, physical conditions and understanding of or prioritizing client need. Patient satisfaction is a level of satisfaction felt by sufferers as a result of the health service process in accordance with what is expected. Patients want to feel valued and feel comfortable in sharing feelings and experiences (Stewart et al., 1999).

Dissatisfaction with patients can be caused by a number of things, namely failure to communicate, time crisis, quality of products or services, quality or quality of service, price, and costs (Deming, 2018). A patient who is dissatisfied will in turn result in a non-compliant attitude or behavior towards all treatment procedures and medical procedures. Eventually the patient will leave the hospital and seek quality services elsewhere (Okhakhu et al., 2015).

Research in the United States identified patient satisfaction with health services in hospitals as much as 68% of patients were dissatisfied with health services due to unfriendly staff, unclear data from health workers to patients, and 42% of patients who said they were satisfied with hospital health services in the United States. Several research results show data on patient satisfaction levels in various countries (Aiken et al., 2012). The level of patient satisfaction according to Ndambuki in 2013 in Kenya stated 40.4%, patient satisfaction in Bhaktapur India according to Twayana was 34.4%, while in Indonesia it showed a patient satisfaction rate of 42.8% in Maluku, 44.4% in West Sumatra (Zaimah, 2019).

In Siregar's research (2020), at Haji Medan Hospital, in the orientation phase or the initial stage, health communication services were carried out with the aim of formulating medical and nursing care contracts with patients, but it was found that the communication skills or abilities of health workers were not evenly distributed. There are still doctors and paramedics who don't ask about the patient's feelings, don't use a soft and sympathetic tone of voice, display flat facial expressions, and don't give a humorous greeting that can lighten the mood (Swartz, 2014). In the work phase, health workers are considered to have provided good service to patients. However, from the findings, it was found that therapeutic communication in the working phase had not been carried out completely, such as: lack of clarity of information about the patient's health condition and illness, lack of opportunity to ask questions, and there was still a condition of not reminding patients to pray before receiving medical treatment. In the termination phase or the final stage when the patient is allowed to go home, health workers have not fully carried out the ideal stages such as objective evaluation regarding the patient's feelings while receiving treatment, and objective evaluation regarding the medical progress experienced by the patient after receiving treatment, as well as the follow-up that the patient will carry out and his family upon returning home.

In the research of Sembiring and Munthe (2019), in the inpatient room of the Deli Serdang Regional General Hospital, out of 36 respondents, 22 (61.1%) were dissatisfied, 2 (5.6%) were very satisfied, 6 (16.7%) satisfied, 6 (16.7%) very dissatisfied. In research (Ginting & Tarigan, 2019) at Herna Medan General Hospital, out of 77 respondents, the results obtained were 41 (53.2%) respondents were dissatisfied and as many as 36 (46.8%) respondents were satisfied with the nurse's therapeutic communication.

In Wijanarko's research (2021), at H. Adam Malik General Hospital Medan, out of 196 respondents, there were 140 respondents (71.4%) who expressed dissatisfaction, while 56 respondents (28.6%) expressed satisfaction. In Purba's study (2019), the Pirngadi Hospital in Medan showed the level of patient satisfaction based on the assurance dimension of (66%) the very satisfied category and (34%) the satisfied category, based on the empathy dimension it showed the very satisfied category (23%) and (77%) category satisfied.

Patient satisfaction is in the low category due to several factors, such as the quality of health services, effective communication, scheduling of nursing services (Karaca & Durna, 2019). One of the factors that influence patient satisfaction is the provision of services with therapeutic communication (Wahdatin et al., 2019). Nurses with good communication skills will not only establish a trusting relationship with patients, prevent legal problems from occurring, provide professional and satisfactory nursing services, and enhance the image of the nursing profession and hospitals (Tarigan & Ginting, 2019).

Patient dissatisfaction while being treated at the hospital is caused by several factors, one of which is about ineffective communication to patients when providing health services to patients (Andaleeb, 2001). If the results felt by the patient are below expectations, the patient will feel disappointed, dissatisfied and even dissatisfied, but on the contrary, if it is in accordance with expectations, the patient will be satisfied and if the performance exceeds expectations, the patient will be very satisfied. present in the patient are fulfilled (Lestari et al., 2021).

Some of the things that cause low patient satisfaction are that there are still many officers who are too busy with their daily tasks so there is no time to communicate therapeutically with patients, there are even nurses who seem bitchy, unfriendly, and do not provide the information needed by patients. This causes clients as users of health services to be dissatisfied with the services provided (Aldana et al., 2001).

In increasing patient satisfaction in the inpatient room, one solution is to use therapeutic communication (Williams & Irurita, 2004). Therapeutic communication is very important because it affects the level of patient satisfaction with the health services provided (Street Jr et al., 2009). Therapeutic communication is a professional communication that is planned and implemented to help the healing or recovery of the patient. Nurses with good therapeutic communication skills will more easily establish a trusting relationship with patients, and this will be more effective for nurses in providing professional satisfaction in nursing care (McQueen, 2000). Therapeutic communication is used by nurses when dealing with patients to increase mutual trust, and if it is not implemented it will damage the therapeutic relationship which results in patient dissatisfaction (Price, 2017). Therapeutic communication itself plays an important role in helping patients solve problems (Langs, 1989). The success of the therapeutic professional relationship between the nurse and the client will determine the expected results of the action (Gallant et al., 2002).

Based on the results of the study (Transyah & Toni, 2018) it can be seen that out of 40 patients with poor therapeutic communication, there were 30 (75%) patients who felt dissatisfied. whereas of the 30 patients with good therapeutic communication there were 19 patients (63.3%) patients who were satisfied in the Inpatient Room of RSUD dr. Rasidin Padang in 2017.

One of the factors that influence satisfaction in the service or provision of nursing care is the communication of procedures for delivering information provided by service providers and responding to complaints from patients and how patient complaints are quickly received by service providers, especially nurses in responding to patient complaints (Transyah & Tony, 2018)

According to Purnamasari (2019) a good relationship can be established if the patient receives good therapeutic communication with the nurse, then the patient tends to be satisfied with the service provided by the nurse. Patients who are satisfied with health services tend to be loyal longer, are less sensitive to price, and give good comments about hospital medical services (Meesala & Paul, 2018).

In hospital care, one way to provide patient satisfaction is to communicate, which is better known as therapeutic communication. Ability in the medical action skills of health workers is required to be able to communicate well with patients (Levinson et al., 2010). Therapeutic communication is very important and useful for patients, because good communication can provide an understanding of patient behavior and help patients overcome the problems they face (Novack, 1987).

Based on the results of an initial survey conducted by researchers from several inpatient rooms at Santa Elisabeth Hospital Medan with a total of 15 patients, the results obtained were 9 people satisfied (60%) and 6 people (40%) in the category quite satisfied with nursing services and for communication nurse is not yet known, and from several hospitals in Medan there was a significant difference.

Based on the background above, it can be seen that there are still several hospitals in Medan, North Sumatra, where patient satisfaction is still low regarding nurse communication, so the authors are interested in conducting research on the relationship between nurse therapeutic communication and patient satisfaction in inpatient rooms at Santa Elisabeth Hospital Medan in 2022.

2. RESEARCH METHOD

The research method used in this research is descriptive correlation with a cross sectional approach. The population in this study were all inpatients at Santa Elisabeth Hospital Medan with an estimated 6,831/year. The population per month is 569 people (2021 Elisabeth Hospital Medan medical records). The inclusion criteria in this study were patients who had been hospitalized for at least 3 days, were at least 17 years old and willing to be respondents. While the exclusion criteria were patients who experienced severe/disturbing disease (decreased consciousness/low GCS and patients with shortness of breath), pediatric patients (uncooperative so the results were inaccurate) and patients with impaired communication barriers (information was not conveyed properly so the message cannot be received). The instrument used in this research is a questionnaire. The questionnaire is in the form of demographic data, nurse therapeutic communication and patient satisfaction. The independent variable in this study is the nurse's therapeutic communication. The dependent variable in this study is patient satisfaction. The research was conducted in the inpatient room of Santa Elisabeth Hospital. Data collection techniques used using questionnaires were given to research respondents.

3. RESULTS AND DISCUSSIONS

Table 1. Distribution of Patient Respondents Demographic Characteristics Based on Age, Gender, Religion, Occupation, Status and Last Education in the Inpatient Room of Santa Elisabeth Hospital Medan 2022 (n=52)

Age Characteristics	(F)	(%)
1. 17-25 years	8	15.4
2. 26-35 years	12	23.1
3. 36-45 years	3	5.8
4. 46-55 years	13	25.0
5. 56-65 years	8	15.4
6. >65 years	8	15.4
Total	52	100.0
Gender		
1. Man	26	50.0
2. Woman	26	50.0
Total	52	100.0
Religion		
1. Islam	2	3.8
2. Catholic	18	34.6
3. Christian	32	61.5
Total	52	100.0
Work		
1. Farmers	10	19.2
2. Entrepreneur	27	51.9
3. Civil Servants	8	15.4
4. Labor	1	1.9
5. IRT	2	3.8
6. Student/student	4	7.7
Total	52	100.0
Status		
1. Marry	37	71.2
2. Not married yet	15	28.8
Total	52	100.0
Last education		

1. SD	4	7.7
2. SMP	6	11.5
3. SMA	23	44.2
4. College	19	36.5
Total	52	100.0

Based on table 5.1 Distribution, frequency and percentage of respondents' characteristics based on age of the 52 respondents, the majority of the results obtained were 46-55 years old, 13 respondents (25.0%), based on gender characteristics, the data obtained were male as many as 26 respondents (50.0%) and women as many as 26 respondents (50.0%). Based on the religious characteristics of the respondents, the majority of respondents were Christians, 32 people (61.5%). Most of the respondents work as entrepreneurs as many as 27 people (51.9%). Most of the respondents were married as many as 37 people (71.2%). The last level of education of the respondents was mostly high school as many as 23 people (44.2%).

Table 2. Distribution of Nurse Therapeutic Communication for Inpatients at Santa Elisabeth Hospital Medan in 2022 (n=52)

Communication Therapeutic	Frequency (F)	Percentage (%)
Good	48	92.3
Pretty good	4	7.7
Total	52	100.0

Based on table 5.3, it was obtained that 48 people (92.3%) had good therapeutic communication data for inpatients at Santa Elisabeth Hospital Medan, 4 people (7.7%) were quite good.

Table 3. Distribution of Nurse Therapeutic Communication Based on Pre-Interaction, Orientation, Work and Termination Dimensions in Inpatients at Santa Elisabeth Hospital Medan (n=52).

Category	F	%
Pre interaction		
Good	48	92.3
Moderate	4	7.7
Total	52	100.0
Orientasi		
Good	31	59.6
Moderate	20	38.5
Not good	1	1.9
Total	52	100.0
Kerja		
Good	50	96.2
Moderate	2	3.8
Total	52	100.0
Terminasi		
Good	48	92.3
Moderate	2	3.8

Not good	2	3.8
Total	52	100.0

Based on table 5.4 distribution of frequency and percentage of nurses' therapeutic communication in inpatients, it can be seen that the majority in the "good" category were obtained from 48 respondents (92.3%). The "good" category is based on several dimensions of therapeutic communication in table 5.4, namely the pre-interaction dimension obtained by 48 respondents (92.3%), the directed dimension obtained by 31 respondents (59.6%), the work dimension obtained by 50 respondents (96.2%) and the dimension of termination obtained by 48 respondents (92.3%).

Table 4. Frequency Distribution of Inpatient Satisfaction at Santa Elisabeth Hospital Medan in 2022 (n=52)

Patient satisfactio n	Frequency (F)	Percent age (%)
Quite satisfied	18	34.6
Satisfied	34	65.4
Total	52	100.0

Based on table 5.5, it can be seen that the satisfaction of inpatients is mostly in the satisfied category, namely 34 people (65.4%), a minority of quite satisfied as many as 18 people (34.6%).

Table 5. Frequency Distribution of Inpatient Satisfaction Based on Responsiveness, Assurance, Tangibles, Empathy, Reliability Dimensions (n=52)

Kategori	F	%
Responsiveness		
Satisfied	26	50.0
Quite satisfied	26	50.0
Total	52	100.0
Assurance		
Satisfied	29	55.8
Quite satisfied	23	44.2
Total	52	100.0
Tangibles		
Satisfied	25	48.1
Quite satisfied	26	50.0
Not satisfied	1	1.9
Total	52	100.0
Empathy		
Satisfied	28	53.8
Quite satisfied	22	42.3
Not satisfied	2	3.8
Total	52	100.0
Reliability		

Satisfied	19	36.5
Quite satisfied	33	63.5
Total	52	100.0

Based on table 5.6, it is obtained that the data in the satisfaction category are described in several dimensions of patient satisfaction, where responsiveness is obtained by 26 respondents (50.0%) and quite satisfied by 26 respondents (50.0%), the assurance dimension is obtained by 29 respondents (55.8%), dimensions of tangibles/reality obtained by 26 respondents (50.0%) were quite satisfied, dimensions of empathy/empathy were obtained by 28 respondents (53.8%), and dimensions of reliability/reliability were obtained by 33 respondents (63.5%) quite satisfied category.

Table 6. The Relationship between Nurse Therapeutic Communication and Inpatient Satisfaction at the Santa Elisabeth Hospital Medan.

Therapeutic communication	Satisfaction				<i>p-value</i>	<i>rho</i>		
	Satisfied		Quite satisfied				Total	
	<i>f</i>	%	<i>f</i>	%			<i>f</i>	%
Good	33	63,5	15	28,8	48	92,3	0,010	0,354
Pretty good	1	1,9	3	5,8	4	7,7		
Total	34	65,4	18	34,6	52	100		

Based on table 5.4 the results of the cross-tabulation of nurse therapeutic communication with inpatient satisfaction, it can be seen that 33 people (63.5%) got good therapeutic communication and satisfied satisfaction, 33 respondents (63.5%) got good therapeutic communication and satisfied 1 person (1.9%), respondents who got good therapeutic communication and satisfaction were quite satisfied as many as 15 people (28.8%), while respondents who got good therapeutic communication and satisfaction were quite satisfied as many as 3 people (5.8%).

Based on the results of the Spearman's rho test, $p\text{Value} = 0.010$, where ($p < 0.05$) and rho value = 0.354, this shows that there is a relationship between nurse therapeutic communication and patient satisfaction inpatients at Santa Elisabeth Hospital Medan in 2022, thus H₀ is rejected.

Based on the results of the Spearman Rank statistical test regarding the relationship between nurse therapeutic communication and inpatient satisfaction at Santa Elisabeth Hospital Medan, it showed a $p\text{ value} = 0.010$ ($p < 0.05$) and a value of $r = 0.354$ which means that there is a moderate relationship between nurse therapeutic communication and satisfaction of inpatients at Santa Elisabeth Hospital Medan, because therapeutic communication is one way to provide accurate information and build trusting relationships with clients, so that clients will be satisfied with the services received. Nurses who have good therapeutic communication will give satisfaction to patients. According to the researcher's assumptions based on the results of the answers to the questionnaire in which the respondents filled out that the nurse is calm and can control her feelings when she meets the patient, the nurse asks the patient's name or favorite nickname/tells the patient if the examination/follow-up action is easy to find if the patient is in trouble. This is in line with research by Transyah & Toni (2018) obtained from 30 patients there were 19 patients (63.3%) who were satisfied with the therapeutic communication given by nurses in the Inpatient Internal Room of RSUD dr. Rasidin Padang in 2017. The results of the statistical test obtained a value of $p = 0.003$ ($p < 0.05$) meaning that there is a significant relationship between therapeutic communication and patient satisfaction in the Inpatient Room of RSUD dr. Rasidin Padang.

Research by Agil, et al (2022) concerning the Relationship between Nurse Therapeutic Communication and the Satisfaction Level of Inpatients in the Inpatient Room at the Bung Karno Room at Proklamasi Rengasdengklok Hospital showed the results of the majority of good nurse therapeutic communication, namely 94 people (84%), patient satisfaction with the services provided

namely 101 people (93.5%). The high level of patient satisfaction shows that therapeutic communication by nurses is also good. Nurses are considered to communicate well because they communicate with frequent intensity and explain things clearly, listen to patients seriously and treat patients with courtesy and respect.

Mona & Herlina's research (2020) concerning the Relationship between Nurse Therapeutic Communication and Geriatric Patient Satisfaction at I.A Moeis Hospital Samarinda showed that out of 94 respondents, 56 respondents stated they were satisfied with the therapeutic communication of nurses who had communicated well. The results of this study were supported by research conducted by Rusnoto, et al (2019), the results showed that the majority of patient satisfaction with nurse therapeutic communication was in the satisfied category of 38 people (55.1%). Nurses have implemented therapeutic communication well and most of the patients stated that they were satisfied with the communication provided by nurses.

The implementation of therapeutic communication by nurses is able to bring patient satisfaction, because with good communication, patients will feel comfortable and at ease in the treatment room, so that in the end they feel satisfied with what they get in their health services. The success of the implementation of therapeutic communication can be seen from the number of patients who are willing to be treated and the patient's satisfaction. This cannot be separated from the obligation of nurses to apply therapeutic communication to all patients. Quality therapeutic communication is communication that is carried out based on operational standards and can satisfy patients (Sembiring & Munthe, 2019). Meikayanti & Sukmandari's research (2020) concerning the Relationship between Nurse Therapeutic Communication and Patient Satisfaction at the Tabanan Regency Hospital agency showed that 57.3% of nurses had good therapeutic communication and 55.2% of patients were satisfied. The statistical test results obtained a p-value of 0.001 with a 95% confidence level.

The results of this study indicate that nurse therapeutic communication is related to the level of satisfaction of inpatients at Santa Elisabeth Hospital Medan. Patients say that communication applied by nurses to patients is therapeutic communication that has the goal of achieving patient recovery. In this case the nurse is calm and can control her feelings when she meets the patient, the nurse asks the patient's name or favorite nickname/tells the patient if there is an examination/follow-up action and is easy to find when the patient is in trouble.

4. CONCLUSION

Based on the results of a study with a sample of 52 patients regarding the Relationship between Nurse Therapeutic Communication and Inpatient Satisfaction at Santa Elisabeth Hospital Medan, it can be concluded: The majority of nurses' therapeutic communication with inpatients at Santa Elisabeth Hospital Medan was good, 48 people (92.3%). Satisfaction of inpatients at Santa Elisabeth Hospital Medan is mostly high 34 people (65.4%). There is a relationship between nurse therapeutic communication and inpatient satisfaction at Santa Elisabeth Hospital Medan with p value = 0.010 and $r = 0.354$.

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