

ABSTRAK

Penerapan Komunikasi Terapeutik Tahap Orientasi Terhadap Kepuasan Keluarga Pasien yang Dirawat di Ruang *Intensive Care Unit* (ICU) Rumah Sakit Umum Daerah Ibnu Sina Gresik

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Pelayanan di ruang ICU sering memicu kecemasan keluarga pasien karena kondisi kritis serta keterbatasan informasi yang mereka terima. Komunikasi terapeutik pada tahap orientasi berfungsi membangun rasa aman, memberikan kejelasan, dan meningkatkan kepercayaan keluarga. Eksplorasi mengenai dampak implementasi interaksi terapeutik fase orientasi bagi derajat kepuasan kerabat pasien di unit ICU RSUD Ibnu Sina Gresik menjadi tujuan utama dari pelaksanaan riset ini. Rancangan pra-eksperimental dengan model *one group pretest-posttest* tanpa melibatkan kelompok pembanding diaplikasikan dalam pelaksanaan studi ini. Teknik purposive sampling yang berpedoman pada kriteria inklusi digunakan untuk memilih 30 responden dari seluruh populasi kerabat pasien yang berjaga di unit ICU. Variabel independen adalah implementasi interaksi terapeutik fase orientasi, sedangkan variabel dependen berupa tingkat kepuasan kerabat pasien. Data diperoleh melalui kuesioner kepuasan keluarga yang telah diuji validitas dan reliabilitasnya. Intervensi dilakukan melalui pelaksanaan komunikasi terapeutik tahap orientasi oleh perawat, meliputi pengenalan, penjelasan peran, kontrak waktu, pemberian informasi awal, orientasi prosedur serta lingkungan ICU, dan kesempatan bagi keluarga untuk mengajukan pertanyaan. Pengumpulan data dilangsungkan dalam dua periode, yakni fase pra-intervensi (pretest) serta fase pasca-intervensi (posttest). Data dianalisis secara univariat untuk melihat distribusi responden dan secara bivariat menggunakan uji *Wilcoxon Signed Rank Test* guna menguji perubahan tingkat kepuasan. Lonjakan drastis pada level kepuasan anggota keluarga terlihat pasca-pemberian tindakan ($p=0,000$; $p<0,05$). Kondisi ini kontras dengan data awal di mana sebagian besar wali pasien hanya merasa cukup puas, namun kemudian bergeser menjadi puas hingga sangat puas setelah intervensi dilakukan. Penerapan komunikasi terapeutik tahap orientasi secara sistematis terbukti efektif meningkatkan kepuasan kerabat pasien di ruang ICU.

Kata kunci: **komunikasi terapeutik, tahap orientasi, kepuasan keluarga, ICU**

ABSTRACT

The Implementation of Therapeutic Communication in the Orientation Phase on Family Satisfaction of Patients Treated in the Intensive Care Unit (ICU) at Ibnu Sina Regional General Hospital, Gresik

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Because of the patient's serious condition and restricted access to information, ICU services frequently cause worry in the family of patients. Establishing a sense of comfort, clarity, and trust during the orientation phase requires therapeutic communication. This study aims to determine how patients' families' satisfaction in the intensive care unit at Ibnu Sina Regional General Hospital Gresik is impacted by orientation-phase therapeutic communication. Without a control group, this study used a pre-experimental one-group pretest–posttest design. Purposive sampling was used to pick 30 respondents based on predefined inclusion criteria, and the group comprised all family members waiting for patients in the intensive care unit. The independent variable was the implementation of orientation-phase therapeutic communication, while the dependent variable was the level of family satisfaction. Data were collected using a validated and reliable family satisfaction questionnaire. The intervention was delivered through the orientation phase of therapeutic communication performed by nurses, which involved self-introduction, explanation of roles, time contracting, initial information provision, orientation to ICU procedures and environment, and opportunities for family members to ask questions. Two phases of data collection were carried out: a pretest prior to the intervention and a posttest following it. The features of the respondents were outlined using univariate analysis. In the meantime, differences in satisfaction levels were assessed by bivariate analysis utilizing the Wilcoxon Signed Rank Test. The findings showed a significant increase in family satisfaction following the intervention ($p = 0.000$; $p < 0.05$). Prior to the intervention, most families reported moderate satisfaction, whereas after the intervention, the majority indicated satisfaction to a very high level. The structured application of orientation-phase therapeutic communication is proven to be effective in improving family satisfaction in the ICU.

Keywords: *therapeutic communication, orientation phase, family satisfaction, ICU*