

Influence of Therapeutic Communication on the Recovery Level of COVID-19 Patients

Dicky Endrian Kurniawan¹, Kholifatur Rosyidah¹, Swastika Ayu Olyvera¹, Shafira Anindyah Putri¹, Enggal Hadi Kurniyawan¹, Alfid Tri Afandi¹, Kholid Rosyidi Muhammad Nur¹, Bagus Dwi Cahyono¹, Evy Aristawati¹, Nurul Huda¹

¹ Faculty of Nursing, Universitas Jember, Indonesia

Correspondence should be addressed to:
Dicky Endrian Kurniawan
dickyendrian@unej.ac.id

Abstract:

The COVID-19 pandemic, which has occurred since 2020 in Indonesia, has had many impacts on society in various aspects, one of the main ones being mental and social conditions that cause stress. One thing that has an influence is the health service environment. In nursing, communication is vital in helping and building interactions between nurses and patients, and it is called therapeutic communication. This literature review aims to help analyze nurses' therapeutic communication regarding the recovery of COVID-19 patients. The method used is a search in reviews literature using three databases, Google Scholar, PubMed, and Science Direct, with the publication year 2019-2023, with the initial step of identifying keywords and then screening and filtering to get ten suitable articles from a total of 3,846 articles found. The results of 10 journals that have gone through these stages or methods state that there is no significant process in each stage of communication on patient satisfaction. In addition, there was no significant relationship between nurses' skills and how nursing care was implemented. However, therapeutic communication is proven to reduce anxiety in patients and families. The nurse's good therapeutic communication experience is evidenced by the support system, effective coping, and hope for the patient's recovery. One of the latest models in its implementation is the TAGEET model, which encourages psychological support for patients. Female gender and nurses have a relationship with therapeutic communication. If communication is lacking, it will impact the psychology of patients and nurses and the patient's recovery rate. As a nurse, you should be able to interpret the techniques and stages of good therapeutic communication to increase a patient's recovery level.

Article info:

Submitted:
11-01-2024
Revised:
28-05-2024
Accepted:
29-05-2024

Keywords:

therapeutic communication; COVID-19; recovery rate

DOI: <https://doi.org/10.53713/htechj.v2i3.144>

This work is licensed under CC BY-SA License.



INTRODUCTION

COVID-19, commonly known as Corona (severe acute respiratory syndrome coronavirus), is a disease or virus that attacks the human respiratory system caused by a viral infection. The COVID-19 virus spread to all regions and even throughout the world, becoming a pandemic that changed all human life. During the COVID-19 pandemic, the role of nurses as health workers is to go directly to the community. Nurses must also provide unusual services by implementing a rigorous health protocol system to break the local transmission of the spread of the COVID-19 virus. Health workers also need to consider maintaining the quality of service in nursing by minimizing the negative impact when in direct contact with COVID-19 patients (Ilham & Suharto, 2022; Widowati et al., 2022).

The COVID-19 pandemic that has occurred since 2020 in Indonesia has put people in a critical situation and caused mental and social pressure due to uncertainty and ignorance regarding the solution. In the health service environment, nurses have a workload, and personal protective equipment reduces communication between nurses and patients. The relationship between nurse and patient is a reciprocal relationship that must exist in nursing care. All actions, thoughts, words, and interventions nurses provide become therapy that plays a role in the patient's recovery (Kurniasih et al., 2022).

Communication in nursing plays a vital role in health services because it is an absolute thing that can build interaction between nurses and patients. Communication can help find solutions to the problems faced by patients so that they can speed up the patient's healing process. This communication is called therapeutic communication. Therapeutic communication is carried out professionally between nurses and patients and is the primary basis for encouraging nursing care (Azhari et al., 2022; Nur et al., 2024).

Therapeutic communication is a process in which the nurse consciously influences the client or helps the client to better understand through verbal or nonverbal communication. Therapeutic communication involves using specific strategies that encourage patients to express feelings and ideas and convey acceptance and appreciation. Health workers carry out therapeutic communication and play a vital role in helping patients heal. Therapeutic communication is needed in the patient's healing process because if it is not applied, it will interfere with the relationship, impacting patient dissatisfaction (Ilham & Suharto, 2022; Kurniyawan et al., 2024).

Therapeutic communication can help identify the patient's burden of feelings, thoughts, and fears about his or her illness. Good therapeutic communication will build patient satisfaction, especially for COVID-19 patients. Nurses must use therapeutic communication when providing nursing care to COVID-19 clients, even though it poses a risk to the nurse. Therapeutic communication must be used by nurses in providing nursing care because it helps with the problems faced by clients. Several factors support therapeutic communication, such as psychological factors, attitudes, life experiences, motivation, personality, and self-concept (Dwi, 2021).

The recovery rate for COVID-19 patients is a benchmark for knowing how much influence therapeutic communication carried out by nurses has. The high recovery rate for COVID-19 patients indicates that the therapeutic communication nurses apply can provide positive psychological encouragement, thus increasing the patient's motivation to remain enthusiastic about recovering. COVID-19 patients who receive therapeutic communication will feel helped in dealing with their problems, increasing their recovery rate (Bimantara et al., 2023).

In the healing process for COVID-19 patients, trust in nurses is needed to help with the healing process. In this case, it is not only the nurse who acts, but the patient also takes part in finding out how to solve the problems faced by the patient. A relationship of mutual trust can be realized by building therapeutic communication from a nurse to a client to achieve excellent nursing services, thereby influencing patient satisfaction as recipients of health services (Azhari et al., 2022).

To implement good therapeutic communication with COVID patients, nurses often experience obstacles, one of which is articulation that cannot be heard clearly due to the use of masks. This must be minimized by implementing correct therapeutic communication. Correct communication is: 1). When interacting with a patient, the nurse must say hello. 2). The nurse introduced herself because using PPE meant the patient could not see her face directly. 3). The nurse's initial orientation should explain the regulations at the hospital. 4). Provide education on actions to be taken on COVID-19 patients (Azhari et al., 2022).

Based on the description above, the author created this literature review to help analyze the relationship and influence of therapeutic communication carried out by nurses on the recovery rate of COVID-19 patients. The purpose of writing this research is to find out the relationship and influence of therapeutic communication on the level of satisfaction and recovery of COVID-19 patients with the study method, namely literature review.

METHOD

Search process literature on survey literature uses three databases: Google Scholar, PubMed, and Science Direct, with publication years 2019-2023. Several keywords were searched using Indonesian and English. Search for Indonesian language literature using the keywords "Komunikasi," "Covid-19", "Komunikasi Terapeutik," and "Perawat." Meanwhile, in English, "Communication," "Covid-19", "therapeutic communication," and "Nurses."

The initial step in searching for articles is identifying predetermined keywords. Eleven thousand six hundred thirty-eight articles matched the keywords at the time of identification. Next, the screening stage is selecting the title and year of publication according to the research criteria. After filtering, 11,234 articles matched the criteria based on year. Then, the articles were screened again according to the research inclusion and exclusion criteria. 550 articles were suitable and met the research inclusion and exclusion criteria. Then, abstract articles are filtered, focused, and adjusted to the research criteria. After the screening stage has been carried out, another selection will be carried out regarding language, design, outcomes, and other predetermined criteria. 35 articles met the research criteria and were re-selected, which resulted in 10 suitable articles that continued to the analysis stage.

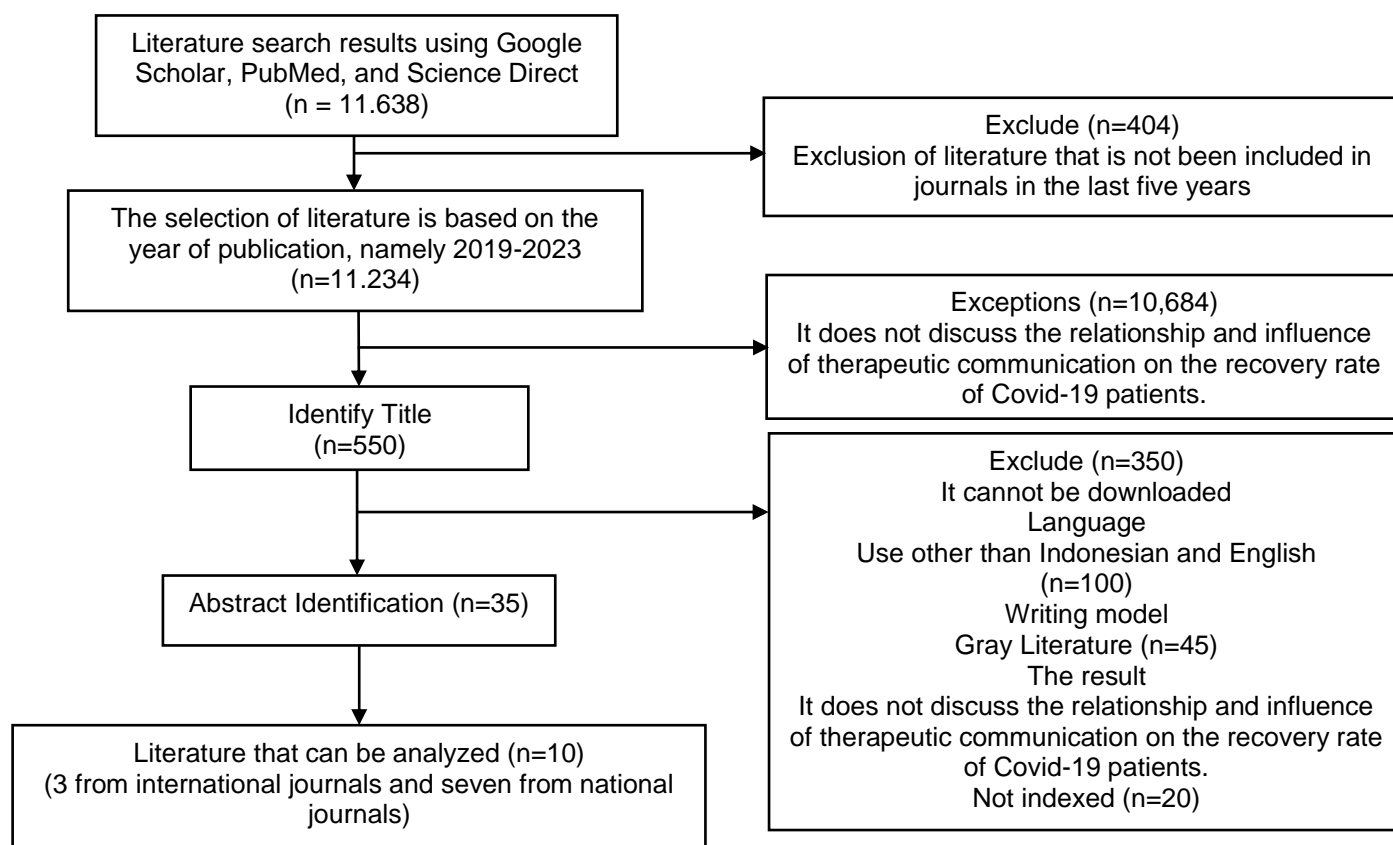


Figure 1. Flow Diagram of Literature Analysis Based on PRISMA

RESULT

Ten journals discuss the relationship and influence of therapeutic communication on the role of nurses in patients during the COVID-19 pandemic, which are relevant and by the inclusion criteria. During the COVID-19 pandemic, nurses and health workers faced obstacles and challenges in providing excellent and effective therapeutic communication. Therapeutic communication relates to the interactive process of nurses and patients in meeting health needs that require professional interpersonal communication. Communication challenges during the COVID-19 pandemic involve controlling emotions and sympathy and maintaining physical distance to remain protected from infection with the COVID-19 virus. Not only that, but other challenges, such as using PPE, wearing masks and gloves, and maintaining distance, are also obstacles experienced in interacting with patients. In therapeutic communication, nurses must have the skills and abilities to provide health services to patients. However, new environments, such as the COVID-19 pandemic, often cause nurses to have new communication strategies and models to interact effectively and well with patients. In therapeutic communication strategies and models, nurses provide psychological support if patients experience states of anxiety, emotion, restlessness, and worry. Establishing a relationship of mutual trust and good cooperation between nurses and patients thus supports patient recovery and satisfaction in health services.

In research conducted by Ilham & Suharto (2022), the results showed that 64.7% of respondents said they felt satisfied at the orientation stage, 66.3% felt satisfied at the work stage, and 69.5% felt satisfied at the termination stage, meaning that 95 respondents said satisfaction with nurses' therapeutic communication services during the pandemic. According to Fauziyah et al. (2022) from research on the relationship between nurses' skills with 238 respondents, the average result of nurses' communication skills was 62.07% of the maximum result with the highest score for nurses on the item paying attention to patients with a result of 68.18% of the maximum value. According to Suhendi & Yuliani (2022), family meetings conducted by the patient care manager (MPP) with the patient's family result in the MPP as a facilitator is essential for patients so that they do not feel physically isolated and the family does not feel anxiety, reduces complaints and increases satisfaction. According to (Azhari et al., 2022), the research results on therapeutic communication of nurses at Awet Muda Narmada Hospital with 48 samples showed that 77.1% showed the excellent category. According to research (Dwi, 2021), the results of data analysis identified four themes, namely the support system needed by COVID-19 nurses, influential coping mechanisms, the expectations that nurses want in carrying out therapeutic communication, a healthy lifestyle in order to minimize the incidence of Covid-19 with all informants. have good experience in therapeutic communication.

Table 1. Literature Review Results

No.	Writer/ Year	Title Article/ No Journal/ Volume	Sample	Method	Results	Limitations
1.	Ilham and Suharto / 2022	The Relationship between Nurse Therapeutic Communication and Satisfaction of BPJS Patients in Inpatient Installations During the Covid-19 Pandemic at Wulan Windy General	95 inpatient BPJS patients in 2021 at Wulan Windy RSU. Sample collection was carried out using accidental sampling	The quantitative method with the approach Cross- Sectional	The results of the research show a significant therapeutic communication relationship between the variables at stage orientation with p-value 0.000<0.05, work stage with p-value 0.000<0.05, and termination stage with p-value 0.002<0.05 with	In the author's research, the authors limited respondents based on age; the sample was only from those over 25.

No.	Writer/ Year	Title Article/ No Journal/ Volume	Sample	Method	Results	Limitations
		Hospital / Volume 5 No.2 Jul-Des 2022	(sampling)		satisfaction BPJS patients will be hospitalized during the Covid-19 pandemic at Wulan Windy RSU in 2022	
2.	Fauziyah et al. / 2022	The Relationship between Nurse Communication Skills and Patient Engagement in Nursing Care During the Covid-19 Pandemic/ Volume X No.X February, 2022	238 respondents were taken from three hospitals using sampling techniques proportional sampling	The quantitative method with the approach Cross- Sectional	This research shows no significant relationship between nurses' communication skills in three hospitals and the involvement of internal patients given nursing care during the COVID-19 pandemic.	The author did not state which country the research was conducted in. Writing tables and discussions is less effective where, in the journal, the discussion is placed before the table.
3.	Suhendi and Yuliani / 2022	Therapeutic Communication Management of Patient Care Managers with Families of Covid-19 Patients/ Volume 4 No.1, March 2022	4 Patient Care Managers (MPP) on duty in the isolation room at Al Islam Hospital Bandung	Descriptive qualitative method	This research shows that therapeutic communication carried out by the Patient Care Manager (MPP) in the isolation room can benefit the patient's family by reducing patient and family anxiety, reducing the risk of complaints, and increasing satisfaction.	The author did not include the number of patient families who participated as research respondents.
4.	Azhari et al. / 2022	Overview of Nurses' Therapeutic Communication in the Inpatient Room During the COVID- 19 Pandemic at Awet Muda Narmada Hospital / Volume 10 No.2, December 2022, pages 196-200	48 nurse respondents in the treatment room at the Awet Muda Narmada Regional General Hospital with sample determination using the Slovin formula	Descriptive qualitative method	This research shows that most nurses' implementation of therapeutic communication is in a good category, with a percentage of 77.1%. Starting from the pre- interaction phase in the good category, 37 people (77.1%); the orientation phase in the good category, 36 people (75%); the work phase in the good category, 38 people (79.2%); and the termination phase in the good category. as many as 39 people (81.2%).	The research carried out is a development that previous researchers have carried out
5.	Dwi / 2021	Experience of Nurses in Carrying out Therapeutic Communication with Covid-19 Clients at RSUD H. Hanafie Muara Bungo, Bungo Regency, Jambi, 2020/ Volume 6 No.1 tahun 2021	Three nurses on duty in the Covid-19 room	Descriptive qualitative method	The results of this research show that nurses who are supported by a support system, effective coping mechanisms, nurses' hope for their patient's recovery, and a healthy lifestyle to minimize the incidence of COVID-19 have demonstrated excellent experience in providing	The research has limitations in the number of respondents; the characteristics of the respondents are not listed.

No.	Writer/ Year	Title Article/ No Journal/ Volume	Sample	Method	Results	Limitations
					therapeutic communication with patients affected by COVID -19.	
6.	McCarthy et al. / 2020	A new therapeutic communication model, "TAGEET" helps nurses engage therapeutically with patients suspected of or confirmed with COVID-19.	Global Clinical Nursing Literature	Literature review	The research results found that the TAGEET model was a new communication model used during the pandemic. By applying existing models and adapting them to the clinical conditions of the Covid-19 pandemic.	The author did not write limitations in the research.
7.	Kurniawati / 2021	Therapeutic Communication of Health Workers with Covid-19 Patients in Medan and Pekanbaru / Volume 5 No.2 Tahun 2021	3 Health Workers (NAKES) in the city of Medan and 3 NAKES in the city of Pekanbaru	Qualitative method	Based on research findings, a form of therapeutic communication is carried out by providing psychological support to create calm and self-confidence, as well as increasing the patient's self-confidence to recover and resolve the emotional aspects of touch so that the patient can increase the body's immunity more comfortably and can speed up the healing process of COVID patients -19. The supporting factor for therapeutic communication is positive communication from the patient's family, while the inhibiting factor is the amount of negative news that can cause bad thoughts in the patient and further worsen the health condition.	In the research, the author did not formulate the in-depth characteristics and number of samples, and hospital health workers were omitted. At the point of discussion, self-disclosure is not explained in detail as to its purpose for nurses. The preparation of articles is less effective for readers. The author develops research not only from health articles but also from other major fields.
8.	Kurniasih et al / 2022	Implementation of Nurse Therapeutic Communication and Factors That Influence It During the Covid-19 Pandemic/ Volume 4 No.4 April 2022	154 nurses in the inpatient room at RSU Santo Antonius Pontianak	Descriptive analysis cross-sectional	Implementation of therapeutic communication, done by a nurse of the unit inpatient hospital, Antonius Pontianak, during the pandemic period of COVID-19, was classified as "Good." Female gender and the role of nurses in patient COVID-19 relate to the application of therapeutic communication	The research only focuses on internal factors.
9.	GonzálezGil et al / 2021	Nurses' perceptions and demands regarding COVID-19 care delivery in critical care units and	All nurses caring for patients with COVID-19 and patients	Cross-sectional study	This study found that 21.2% of nurses lacked communication with middle management, 53.5% could not provide care through	In this study, the author did not write down aspects that are related to their

No.	Writer/ Year	Title Article/ No Journal/ Volume	Sample	Method	Results	Limitations
		hospital emergency services	suspected of having COVID-19 in the CCU and HES who voluntarily agreed to participate were carried out in 26 public hospitals in the Madrid region with classification into high complexity hospitals (HCH), home medium complexity hospitals (ICH) and low complexity hospitals (LCH).		psychosocial communication to patients and families, and 44.9% experienced emotional exhaustion and difficulty expressing emotions because of stress. This happened because 37.5% of nurses work with fear infected, 28.2% experienced increased workload, the ratio of nurses and patients was unbalanced, and 23.9 % of timetable work taking care of impossible tests and responsible answers to people who treat COVID-19 patients.	experience and need to be studied further in order to highlight aspects that cannot be addressed with quantitative approach
10.	Vitale et al / 2021	The quality of patient-nurse communication perceived before and during the COVID-19 pandemic: an Italian pilot study	One hundred seventy-eight subjects participated in this study, of which 60 (33.7%) were patients and 118 (66.3%) were nurses.	Online questionnaire	During the pandemic, patients reported no significant difference in their perception of the quality of nurse-patient communication. TemporaryThat, nurses noted lower perceived communication quality during the pandemic than before. In this case, the patient will easily accept the use of masks, unlike nurses who consider it an obstacle to effective communication between nurse and patient. However, this matter can be considered a mental burden and excessive worry that must be borne by every nurse during the COVID-19 pandemic, in addition to the fear of infection, which has been shadowed daily for nurses.	Study this is a sampling and retroactive evaluation of communication without a mask, which may be affected by the patient's memory during hospitalization on the one hand, and by the daily experiences of nurses, on the other hand

DISCUSSION

Based on a literature review search, ten journals stated that the relationship between the use of therapeutic communication in COVID-19 patients was very influential with the patient's recovery. According to research by Kurniawati (2021), health workers carry out therapeutic communication with patients infected with Covid-19. Health workers carry out their activities by accompanying patients infected with COVID-19 and implementing communicative and persuasive services for patients. Health workers have an effective approach to fostering a sense of trust in COVID-19 patients towards nurses because some patients believe that stressors can further worsen the condition of Covid 19 patients. When nurses provide psychological support with communication, patients feel calm, confident, and fostered. The patient's confidence in recovering is so that by providing the opportunity to communicate, the patient feels more relaxed and comfortable, thereby increasing the immunity and healing process of Covid 19 patients.

There are similarities in the meaning of Therapeutic Communication with COVID-19 patients according to research journals (Fauziyah et al., 2022) and journals research from (Azhari et al., 2022) state that the therapeutic communication process carried out by nurses is still not implemented or is still not effective in its application to patients in the hospital's Inpatient Room, which is thought to be due to too many ethical items that must be applied by nurses, which include autonomy, beneficence, justice, non-mal efficiency, veracity, fidelity, confidentiality, which causes nurses to lack focus in carrying out their nursing care. The research results state that the higher the nurse's awareness and self-confidence in patient-focused communication, the better the implementation process obtained by the patient will be, and to realize therapeutic communication from a nurse to a client, a sense of trust and working together is needed. Determining problem-solving and collaboration can influence patient satisfaction among those receiving care. The implementation of therapeutic communication by nurses to their patients in hospital inpatient rooms during the COVID-19 pandemic was based on its phases, carried out in the pre-interaction phase, orientation phase, work phase, and termination phase, which were included in the excellent category. Involving nurses in therapeutic communication with COVID-19 patients will involve professional interpersonal communication between nurses and patients.

Researchers think that the skills needed for nurses to engage therapeutically with patients suspected of suffering from COVID-19 require emotional awareness, flexibility, and a high level of sensitivity. High to maintain an emotional presence. Preparing patients psychologically and emotionally before isolation, coupled with good regular communication with Health Professionals, can reduce some of the fear, uncertainty, anxiety, and depression experienced by patients, which has been described and researched in the journal of (McCarthy et al., 2020). Also, given the added pressure of nurses to remain emotionally present during therapeutic communication meetings with patients, researchers argue that therapeutic communication and the presence of nurses are more important than ever in the current pandemic climate; patients are not allowed to meet with family during the isolation period in the hospital. As nurses adapt to a new hospital environment, they must adapt and improve their communication skills to meet the needs of their patients. Communication methods and models can provide a scaffold to guide and support nursing skills and patient communication. There are many models and frameworks recommended and used by nurses. Such a process is Heron's six-category intervention system. This framework does not consider healthcare practitioners' context, self-awareness, and emotional competence. Both focus solely on nonverbal communication skills.

Before discussing further what therapeutic communication nurses do to patients, they must first know what the COVID-19 outbreak is, which has been explained in research journals (Suhendi

& Yuliani, 2022), that the COVID-19 outbreak is a disaster. This impacts all problems in the broader community, which also involves the relationship between nurses and patient families, which can be said to be the beginning of therapeutic communication carried out by nurses. In carrying out the therapeutic communication process, four stages must be passed, namely, the pre-interaction (preparation) stage, the orientation (introduction) stage, the interaction (work) stage, and the termination stage. In therapeutic communication efforts, the efforts made by nurses can be made through providing therapy to patients so that they feel more relaxed. Other research that discusses the meaning of COVID-19 in more detail is a journal from (Ilham & Suharto, 2022), which says that the COVID-19 virus is an infectious disease where there is a problem that attacks the acute respiratory syndrome coronavirus (SARS-CoV-2), where the role of nurses themselves as medical personnel is at the forefront of treating patients and caring for patients. Nurses must also implement health protocols that could cause negative service impacts felt by patients. However, nurses must be able to suppress the emergence of problems patients face while still paying attention to their safety and continuing to communicate with therapists, provided they continue to follow the recommendations given has been established.

In implementing therapeutic communication carried out by nurses with COVID-19 patients, a place is needed for its implementation, namely in a hospital. A research journal from (Azhari et al., 2022) discusses the meaning of a hospital based on the Law of the Republic of Indonesia Number 44 of 2009, which states that a hospital is a health service institution that provides quality health services for the community. In health services, some fields provide care, namely in nursing. Nurses are one of the most essential resources in providing services, both in providing good communication services so that patients feel satisfaction in the service process and in terms of providing medical procedures. In the communication process, nurses do it therapeutically by listening to feelings or complaints that explain the nursing action procedures applied to patients.

Moreover, the implementation of therapeutic communication carried out by nurses with patients suffering Covid-19 which aims to help alleviate the complaints felt by patients; there is research that supports the implementation of therapeutic communication, namely from the journal (Dwi, 2021), which contains a brief description of providing a support system to patients, which can be in the form of words or therapeutic actions, providing appropriate coping mechanisms, so that patients feel comfortable, where patients are not stressed and supporting patients to continue to have a healthy lifestyle to minimize the incidence of Covid-19.

Before implementing therapeutic communication with COVID-19 patients, of course, there must be guidance on how to carry out excellent and correct therapeutic communication with COVID-19 patients, which has been explained in the journal article (Kurniasih et al., 2022), which is briefly discussed several attitudes for establishing therapeutic communication with patients, namely first facing each other, maintaining eye contact, bending towards the patient, maintaining an open attitude, and remaining relaxed.

However, on the other side, a research journal article from (GonzálezGil et al., 2021) states that in terms of communication, many nurses think that managers do not consider their voices, are not open to suggestions, and do not meet their needs. This lack of communication may be related to the moral distress they report regarding non-consensual decision-making. Teamwork, working together in times of crisis, provides the support needed to improve response efforts and resilience. Also, middle managers, who are responsible for implementing the management plan in the management department, must consider Nursing experience and management of responses to internal factors of crisis situations. From the results of research (Vitale et al., 2021), nurses reported significant differences in many aspects of the concept of communication quality and patients, especially those related to the part affected by explanation and discussion of treatment.

For nurses, masks are considered a barrier to effective communication with patients. Non-verbal communication is essential in emergency patient care as a learning process to gain more information about the patient. This communication channel is vital in our epidemics due to the forced wearing of masks. So, a physical barrier to non-verbal communication allows us to access less information collected about the patient. In addition, another factor that does not support the quality of nurse and patient communication is the workload and fatigue of nurses, which, therefore, means they have less time to communicate with patients. Nurses are experiencing unprecedented work overload, therefore, finding it more challenging. Communicate with patients due to the increasing shortage of masks and physical barriers that make communication more difficult.

CONCLUSION

Therapeutic communication for COVID-19 patients by health workers, especially nurses, still needs improvement. This is because health workers who wear masks and patients who are treated in special inpatient rooms (isolation rooms) make patients depressed and difficult to communicate with. This is where the therapeutic communication relationship between nurses and patients is needed, including to reduce the stress of COVID-19 patients during isolation. Therapeutic communication carried out starting from the orientation stage, work stage, and termination stage can provide enthusiasm, motivation, and even the patient feels cared for so that the patient feels satisfied. Therapeutic communication is more effective for female nurses than male nurses because it is easier for women to express feelings and sympathy. Therapeutic communication skills in basic communication, paying attention to patients, understanding patients, professional communication, and communication ethics are all related to the success of health services.

Based on the literature review, the author suggests providing education and training, especially on aspects of attention and understanding of patients and rules in therapeutic communication carried out by nurses with patients. Improving and improving nurses' therapeutic communication techniques in patient satisfaction is closely related to the development of patient health, where patients have different personalities and dispositions.

ACKNOWLEDGEMENT

On this occasion, the author would like to thank Miftahul Amar Amalia, Rossy Aprilia Rahmadina, Rizky Dwi Hardiani, Mega Silvia, Caecillia Maretta E.A, Maura Cyntia Salsabilla as fellow students at the Faculty of Nursing, Jember University who have helped in writing this article. The author realizes that with help and cooperation, it was easier to complete this article.

REFERENCES

- Azhari, R., Matuty, A., & Suhamdani, H. (2022). Gambaran Komunikasi Terapeutik Perawat di Ruang Rawat Inap Selama Masa Pandemi COVID-19 RSUD Awet Muda Narmada. *Jurnal Kesehatan Qamarul Huda*, 10(2), 196–200. <https://doi.org/10.37824/jkqh.v10i2.2022.394>
- Bimantara, A., Nursanti, S. and Ramdhani, M. (2023). Implementasi Komunikasi Terapeutik Perawat terhadap Pasien Covid-19 di Rumah Sakit Umum Pusat Persahabatan Jakarta, 7, 15943–15950.
- Dwi, H. R. (2021). Pengalaman Perawat Dalam Melakukan Komunikasi Terapeutik Pada Klien Covid-19 Di Rsud H. Hanafie Muara Bungo Kabupaten Bungo Jambi Tahun 2020. *The Shine Cahaya Dunia Ners*, 6(1), 89–102.

- Fauziyah, N., Hariyati, R.T.S. and Rachmi, S.F. (2022). Hubungan Keterampilan Komunikasi Perawat dengan Pelibatan Pasien (Patient Engagement) dalam Asuhan Keperawatan di Masa Pandemi Covid-19. *Jurnal Ilmu Keperawatan Sebelas April*, X(4), 31–39.
- Ilham, M.A. and Suharto, T. (2022). Hubungan Komunikasi Terapeutik Perawat Dengan Kepuasan Pasien Bpjs Di Instalasi Rawat Inap Selama Masa Pandemi Covid-19 Di Rumah Sakit Umum Wulan Windy. *Journal of Pharmaceutical and Sciences*, 5(2), 205–213. <https://doi.org/10.36490/journal-jps.com.v5i2.126>.
- Kurniasih, D., Titihalawa, E.M. and Savitri, E.W. (2022). Pelaksanaan Komunikasi Terapeutik Perawat dan Faktor Yang Mempengaruhinya di masa Pandemi Covid-19. *Malahayati Nursing Journal*, 4(4), 861–879. <https://doi.org/10.33024/mnj.v4i4.6099>
- Kurniawati, D. (2021). Komunikasi Terapeutik Tenaga Kesehatan (NAKES) Terhadap Pasien Covid-19 di Medan dan Pekanbaru. *Jurnal Pengembangan Ilmu Komunikasi dan Sosial*, 5(2).
- Kurniyawan, E. H., Putri, C. A., Waroh, I. K., Irham, N. A. A., Kurniawan, D. E., Nur, K. R. M., & Afandi, A. T. (2024). Therapeutic Communication for Healing Psychological Trauma Experienced by Victims of Sexual Violence: A Literature Review. *Health and Technology Journal (HTechJ)*, 2(1), 72-80.
- McCarthy, B., O'Donovan, M., & Trace, A. (2021). A new therapeutic communication model “TAGEET” to help nurses engage therapeutically with patients suspected of or confirmed with COVID-19. *Journal of Clinical Nursing*, 30(7–8), 1184–1191. <https://doi.org/10.1111/jocn.15609>
- Nur, K. R. M., Kurniyawan, E. H., Kurniawan, D. E., & Afandi, A. T. (2024). Therapeutic Communication With Patients Who Are Victims Of Violence. *International Health Sciences Journal*, 1(2).
- Suhendi and Yuliani, N. (2022). Manajemen Komunikasi Terapeutik Manajer Perawatan Pasien (MPP) dengan Keluarga Pasien Covid-19. *Attractive: Innovative Education Journal*, 4(1), 1–12.
- Valley, T. S., Schutz, A., Nagle, M. T., Miles, L. J., Lipman, K., Ketcham, S. W., Kent, M., Hibbard, C. E., Harlan, E. A., & Hauschildt, K. (2020). Changes to visitation policies and communication practices in Michigan ICUs during the COVID-19 pandemic. *American Journal of Respiratory and Critical Care Medicine*, 202(6), 883–885. <https://doi.org/10.1164/rccm.202005-1706LE>
- Vitale, E., Giammarinaro, M. P., Lupo, R., Fortunato, R. S., Archetta, V., Caldararo, C., & Germini, F. (2021). The quality of patient-nurse communication perceived before and during the Covid-19 pandemic: An Italian pilot study. *Acta Biomedica*, 92. <https://doi.org/10.23750/ABM.V92IS2.11300>
- Widowati, S. A., Dewi, E. I., Kurniyawan, E. H., Sutawardana, J. H., & Fitria, Y. (2022). A Description of Self Stigma Incidence in Post COVID-19 Patients in Kaliwates District Jember Regency.