

ABSTRACT

Abstract

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*The Effect of Nurses' Therapeutic Communication Through Comfort Theory Approach to Patient Comfort Level at Universitas Muhammadiyah Jember General Hospital
XII + 55 Page + 1 Chart + 13 Attachment*

Abstrack

Background: Quality nursing services are not only determined by accuracy in providing services but by fostering therapeutic communication relationships. Cases that often occur are communication delivered by health workers are not well received or there is a misunderstanding in the patient so that discomfort arises. Therapeutic communication can be used as an effort to improve patient comfort. **Methods:** This research design is a pre-experimental study with a pretest-posttest without control design. The sampling technique used was purposive sampling with a sample size of 118 respondents. The sample in this study were inpatients at the University Hospital of Muhammadiyah Jember. Bivariate analysis using Wilcoxon test. **Results:** The study showed the level of patient comfort before being given therapeutic communication was 82.2% (97 respondents) and the level of patient comfort after being given therapeutic communication was 100%. The results of the Wilcoxon statistical test showed a p value of 0.000 where $\alpha < 0.05$. **Conclusion:** It can be concluded that H_1 is accepted, which means that there is an effect of nurse therapeutic communication on the level of patient comfort at the General Hospital of Muhammadiyah University of Jember. So that this research can be taken into consideration that therapeutic communication therapy can continue to be carried out in hospitals to improve patient comfort which is directly related to the nursing service process provided to patients

Keywords : Therapeutic Communication, Comfort Theory, Comfort