

## CARING OF INPATIENT NURSES WITH THE FAMILY'S READINESS TO RECEIVE MEDICAL INFORMATION ABOUT ADVANCED THERAPY

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### ABSTRACT

**Background.** Caring is the basis for nurses to be able to analyze nursing actions carried out well and appropriately for clients which becomes a reference in further care. In other words, caring is the moral ideal of the nursing profession which refers to the willingness to provide sincere care with seriousness in carrying out actions to care for clients' health. **Research Method.** A literature search in this research was carried out by identifying all types of national and international articles regarding caring for community nurses and the readiness of families to receive further therapy information. The electronic databases used were PubMed, Springer, and Google Scholar with 30 articles then filtered into 3 articles with a search strategy using the PICO method (patient, intervention, comparison and outcome). **Findings.** Participants expressed that caring is an attitude of empathy, caring about patient needs, providing nursing care not only when patients come to the health center but also when nurses provide home care. Participants expressed caring behavior such as empathy, being friendly to patients who came to the treatment center, caring about patient needs, making home visits to patients, paying attention to the patient's health needs. **Conclusion.** Caring for inpatient nurses is an effort to improve the performance of nurses in providing nursing services to patients so as to create integrated and comprehensive care for patients. By increasing professional patient-nurse relationships, participants said they were helped by getting to know the many patients who came for treatment at the health center.

**Keywords:** Advanced Therapy, Caring, Family, Nurse, Readiness.

### BACKGROUND

There are problems including nurses who are not caring enough, where the nurse should understand the unstable family situation but the nurse is indifferent to explaining information related to the patient so that the nurse seems less caring towards the patient or the patient's family [1]. Especially for patients who need to undergo further therapy after treatment in the inpatient room, the information provided must be clear and understandable to the patient and the patient's family because this information determines the success of the therapy carried out, and the patient will feel satisfied if there is equality between the health services provided and his hopes [2].

The application of caring by nurses cannot yet be explained. Caring is the basis for nurses to be able to analyze nursing actions carried out well and appropriately for clients

which becomes a reference in further care. In other words, caring is the moral ideal of the nursing profession which refers to the willingness to provide sincere care with seriousness in carrying out actions to care for clients' health [3]. Good quality nursing services can be realized by implementing professional nursing care by applying the caring principle which is the essence of the nursing profession. Nurse professionalism is demonstrated by special knowledge and skills that include intellectual, technical and interpersonal skills, the implementation of which must reflect caring behavior, which makes nursing an honorable profession [4]. Caring is not only practicing the art of caring, providing affection to alleviate the suffering of patients and their families, improving health and dignity but also expanding nurses' self-actualization which is carried out by implementing effective and therapeutic communication, providing positive responses and always providing support in interventions that comply with standards [3].

Nursing care includes independent intervention, collaboration, education and monitoring. In the context of the community, nurses have an important role, namely care giver, client advocate, counselor, educator, collaborator, coordinator, change agent, consultant. Nursing care in a community nursing service setting can be provided in 2 services, namely: services inside the building and services outside the building (home visits). Services in the building by community nurses include assessment, establishing nursing diagnoses, providing nursing interventions and evaluation. Chronic disease management in community nursing services in buildings is very closely related to the dominant role of educator and caregiver. In carrying out their duties, caring is perceived differently by each individual nurse.

One of the procedures for communicating with patients is not to force patients to talk if they are not ready to receive information and respect each patient as a unique person, accept their responses and decisions [5]. Nurses are one part of a health service, but the caring attitude shown by nurses is of course different, the causes include: pressure from work which of course makes nurses' stressor levels increase, individual nurses' coping is different, nurses are expected to be able to apply the 4Cs, namely Communication, Coordination, Collaboration, and Continual Reassessment so that there are no misunderstandings between nurses and patient families [6]. The result of a lack of caring by nurses towards the patient's family is that the patient and family will feel neglected, the patient and the patient's family will misunderstand and of course the most fatal consequence is treatment failure, and the result of the family's unpreparedness in receiving information for the nurse is that the nurse

will have difficulty providing health information about referral therapy to patients and patient families [2].

Nurses and patient families have their own rights and obligations which must be implemented and fulfilled, there are several rights and obligations of patients, one of which is to obtain correct, clear and honest information about the nursing actions that will be carried out [7], when the patient or the patient's family are not ready to receive health information, the nurse should wait so that the family is calm and can provide positive feedback to the nurse, the solution for nurses when facing problems like this is that the nurse must provide a sense of security, comfort, and build a sense of trust and appropriate caring for patients and patient families. Nurses must be able to provide good explanations, from the problems above it can be concluded that both parties must work together well so that the information provided is clear and can be understood by the patient's family and nurses, of course there is no need to repeat the information that has been given [8]. The aim of this literature review is to explore the caring problems of inpatient nurses towards patient families and identify forms of family readiness to receive medical information about advanced therapy based on research

## RESEARCH METHOD

A literature search was carried out by identifying all types of national and international articles regarding caring for community nurses and family readiness to receive further therapy information. The electronic databases used are PubMed 10 article, Springer 10 article, and Google Scholar 10 article with a search strategy using the PICO method (patient, intervention, comparison and outcome) [9]. Research question of Caring Inpatient Nurse with Family Readiness to Receive Medical Information based on PICO method:

**Problem** : Patient's Family

**Intervention** : *Caring Inpatient nurse*

**Comparison** : -

**Outcome** : Family Readiness to Receive Medical Information About Advanced Therapy

### a. Keywords

The keywords used in the literature search are a combination of keywords such as the following: Family, geriatrics, caring, public health nurse, acceptance information, treatment geriatrics. Search results are limited to 2015 to 2019, and manually select articles that are relevant or in accordance with the question. research (Figure 1).

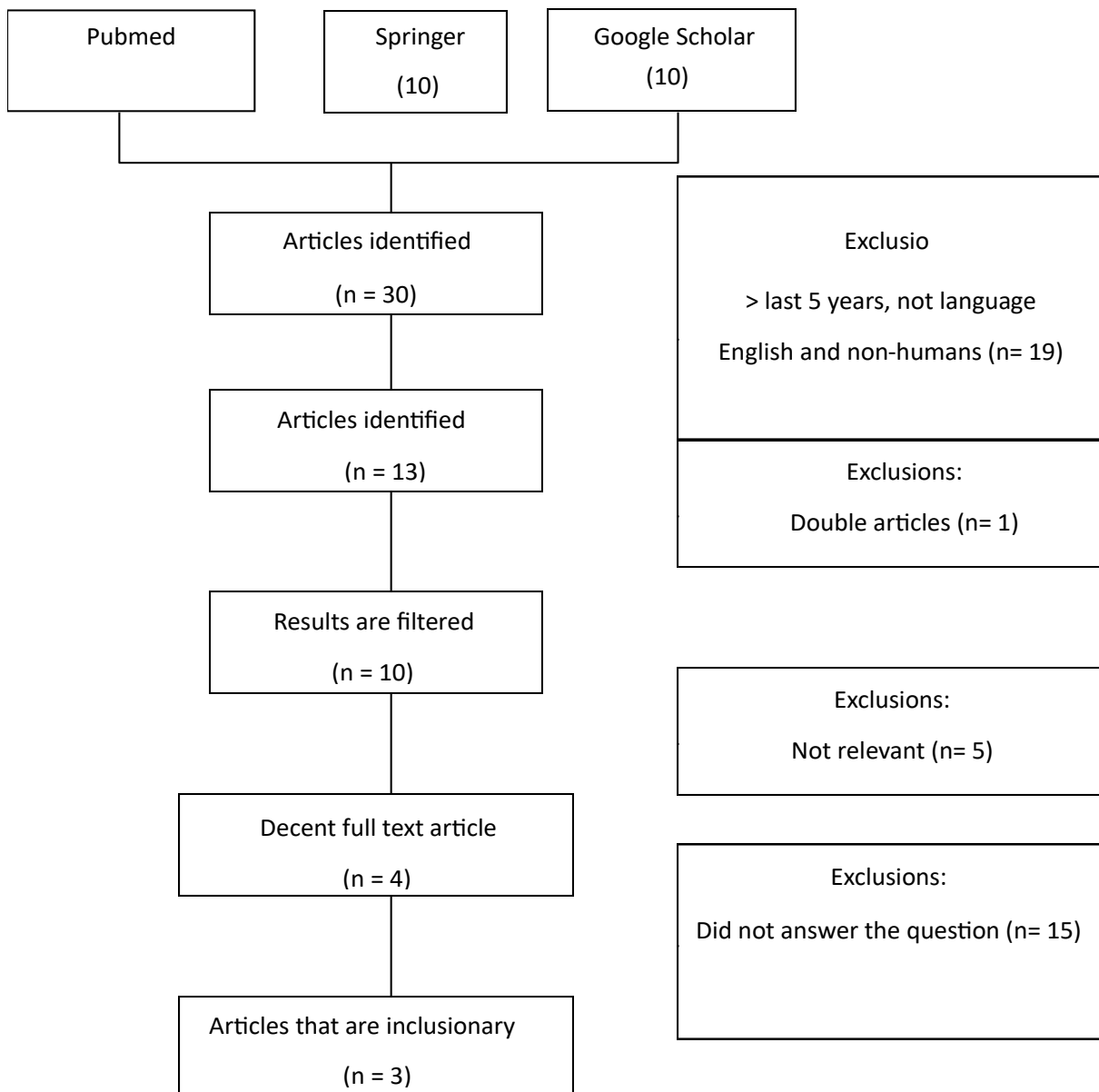
b. Inclusion Criteria

Article inclusion criteria are:

1. Participants are elderly cases with illnesses in post-hospital services,
2. The intervention used is caring community nurses
3. The results of the study show that there is an influence of caring community nurses on the family's readiness to receive further therapy information for the elderly.

c. Exclusion Criteria

Exclusion criteria were articles that were not relevant to the research questions.



**Figure 1. Search Algorithm**

## FINDINGS

### Benefits of Implementing Caring for Inpatient Nurses

No	Author	Journal Name, Vol, No, Year	Title	Methods (Design, sample, variables, instruments, Analysis)	Research Result	Differences with current research
1	Ninda Ayu Prabasari P, Made Indra Ayu A	Adi Husada Nursing Journal – Vol. 5 No. 2 Desember 2019	Implementation of Caring Community Nurses in Providing Nursing Care to Clients with Chronic Illnesses	Qualitative research, a phenomenological approach aims to obtain data by exploring and describing the experience of applying the caring concept by community nurses in providing nursing care	Participants have carried out caring when providing nursing care to clients with chronic illnesses. The care given to patients is more dominant in caring behavior, the caring dimensions are carried out by participants according to the stages but there are still some that have not been carried out in detail.	Caring by nurses is predominantly given when the patient's condition is in the hospital treatment stage, whereas in this study caring by nurses was given for follow-up therapy to patients when they were discharged from the hospital.
2.	Setiawan, Dewi Elizadiani Suza	Idea Nursing Journal Vol. VIII No. 3 2017	Elderly Caring Nursing Center: Perceptions of Nursing Profession Students	This research is qualitative research with a phenomenological approach (Pollit & Beck, 2012). This research was carried out in the Hall of the USU Faculty of Nursing. Participants are USU nursing professional students who have gone through the community professional stage and have joined in	The presence of the Elderly Caring Nursing Center is felt to be very beneficial for students in applying their knowledge and as a place to channel ideas related to elderly programs, making students feel enthusiastic and happy to join.	The Caring Nursing Center is predominantly run by nursing students, not yet carried out by nurses who have received the legal aspects. In this study, caring nurses are carried out by nurses who already have the legal aspects of the ethics of the nursing profession.

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				elderly activities		
3.	Valentina Lumbantobing, Dian Adiningsih, Atlastieka Praptiwi, Sri Susilaningsih4	Journal of Nursing Care & Biomolecular – Vol 3 No 1 Tahun 2018	Perceptions of Nurses, Patients and the General Public Regarding Nurses' Caring Behavior in Providing Nursing Care in Bandung	The method used in this research is a descriptive quantitative analytical method with the aim of identifying the perceptions of nurses, patients and the general public regarding nurses' caring behavior in providing nursing care. The measuring tool used in this research is the caring behavior inventory (CBI) questionnaire.	Nurses' caring behavior in providing nursing care is based on various characteristic aspects, including age, experience, education, occupation, ability to adapt quickly and the ability to quickly get to know the patient, both the patient's strengths and weaknesses, listening carefully.	Nurses are less effective in providing caring to patients, in this research it is hoped that research caring can really be applied.

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## DISCUSSIONS

Participants stated that caring is an attitude of empathy, caring for the patient's needs, providing nursing care not only when the patient comes to the health center but also when the nurse provides home care. Participants expressed caring behavior such as empathy, being friendly to patients who came to the treatment center, caring about patient needs, making home visits to patients, paying attention to the patient's health needs. This is in line with [3] who explains that Caring is defined as a behavior or action carried out to provide a sense of security both physically and emotionally to other people sincerely. Caring is an open service provider relationship, and nurses care about clients [10].

The caring behavior carried out by participants when nurses provide services is friendly, gentle, polite to patients, caring, patient and calm when dealing with patients, using therapeutic communication when with patients and the patient's family, good verbal and non-verbal communication with patients. Every time you take action, you are always deft, fast, precise and skilled, have a sense of empathy, care about the patient's needs, especially the problems or complaints felt during the visit and motivate the patient to be enthusiastic about undergoing treatment. Caring must be realized through a caring attitude, being ready to meet

the client's needs, being friendly, being calm and having empathy for the client and family [11]. This also includes the role as a nurse to always be responsible and display a professional attitude through conversations and other work in health education, counseling, and listening to clients [12].

The dimensions of caring carried out by participants when caring for patients are Maintaining Belief which has been carried out by participants, namely when meeting patients saying hello, using good verbal and non-verbal communication, being friendly, good eye contact, focusing on complaints felt by the patient, listening to every complaint, felt by the patient. Caring has implications for nursing practice so that nurses who have a caring attitude will speak in a friendly and polite manner, be attentive, full of interest in helping clients, and build relationships in every action they take [13].

#### Benefits of Patients Getting Caring Nurses in Receiving Medical Information About Advanced Therapy

Caring for inpatient nurses is an effort to improve the performance of inpatient nurses in providing nursing services to patients so as to create integrated and comprehensive care for patients. By increasing professional patient-nurse relationships, participants said they were helped by getting to know the many patients who came for treatment at the health center. It is not uncommon for nurses to be assisted by patients they meet on the street when looking for the address of another patient, when a professional relationship is established, the healing process and the nursing care process during home visits also improves. Patients get a fast healing process, get good treatment for health problems. Changes in health for the better, create patient satisfaction and nurse satisfaction [14]. Which states that nurses' performance, including caring behavior, can make a major contribution to the quality of the patient's experience during care. Patient satisfaction is the outcome of health services. Patient satisfaction is one of the goals of improving health services [15]. Caring has implications for nursing practice so that nurses who have a caring attitude will speak in a friendly and polite manner, be attentive, full of interest in helping clients, and build relationships in every action they take [16].

## **CONCLUSION**

The problem of the lack of caring nurses in providing medical information about advanced therapy can be overcome by implementing caring for inpatient nurses using the caring dimension approach that participants use when caring for patients, namely Maintaining Belief, which participants have implemented, namely when meeting patients, saying hello, using appropriate verbal and non-verbal communication. kind, friendly, good

eye contact, focus on complaints felt by the patient, listen to every complaint felt by the patient. Caring has implications for nursing practice so that nurses who have a caring attitude will speak in a friendly and polite manner, be attentive, full of interest in helping clients, and build relationships in every action they take [16]. It is recommended that the competent authority, namely the Indonesian Ministry of Health, the Indonesian National Nurses Association professional organization, place greater emphasis on the application of caring by nurses, especially in providing medical information about advanced therapy.

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