

**EFFECT OF NURSE THERAUPETIC COMMUNICATION ON
SATISFACTION AMONG THE FAMILIES OF SCHIZOPHRENIC
PATIENTS AT PROF MUHAMMAD ILDREM MENTAL
HOSPITAL, MEDAN, NORTH SUMATRA**

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ABSTRACT

Background: Therapeutic communication is the primary component of all health care interaction that facilitates the development of positive clinician–patient experiences. Nurses with the skills to communicate not only will be easily establish a trusting relationship with the patients but also patients’ families. Therapeutic communication is known to be necessary for quality healthcare and increase patient satisfaction. This study aimed to examine the effect of nurse therapeutic communication on satisfaction among the families of schizophrenic patients at Prof Muhammad Ildrem Mental Hospital, Medan, North Sumatra.

Subjects and Method: This was a cross-sectional study conducted at Prof Muhammad Ildrem Mental Hospital in Medan, North Sumatera. A sample of 150 families of schizophrenic patients was selected for this study. The independent variable was nurse therapeutic communication. The dependent variable was satisfaction among the families of schizophrenic patients. The data was collected by a set of questionnaire and analyzed by a linier regression.

Results: Satisfaction among the families of schizophrenic patients increased with good nurse therapeutic communication ($b=0.01$; $p= 0.005$)

Conclusion: Satisfaction among the families of schizophrenic patients is associated with nurse therapeutic communication.

Keywords: satisfaction, schizophrenic, patients, nurse, therapeutic, communication.

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