



The Impact of Nurse Empathy in Hospitals Nursing Services

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ABSTRACT

Background: Complaints about nursing services because some nurses do not care, lack communication with patients, and are indifferent to patients, this is because nurses are not empathetic, so empathy is needed in current nursing actions to improve the quality of nursing services, the outcome of which is patient satisfaction.

Objective: This article aims to determine the impact of empathy on nursing services in hospitals.

Methods: The literature search used keywords "empathy" OR "nurse" or "nursing service" OR "hospital". With systematic review analysis and meta Analyzes for scoping review (PRISMA -SR).

Results: After screening consisting of 6 articles which summarized the impact Empathy is very important in improving nursing services, it was found that there were 3 impacts of empathy, namely: (1) increasing the therapeutic relationship between nurse-patient obtained from 3 articles, (2) increasing patient satisfaction obtained from 2 articles (3) reduce the psychological impact of the patient 1 article.

Conclusion: There are 3 impacts of empathy consisting of (1) Increasing the therapeutic relationship between nurse-client. (2) Increasing patient satisfaction (3) Reducing the psychological impact of the patient.

Keywords: impact of empathy, nurses, nursing services, hospitals

INTRODUCTION

Hospitals are one of the healthcare facilities that consistently provide quality services to patients. Nurses are one of the healthcare professionals who contribute to hospital services. To contribute effectively, nurses need continuous development to enhance the quality of nursing care provided to patients. By applying caring behavior and empathy to patients, it is hoped that patients will feel satisfied, which will positively impact the quality of nursing services.³ Leininger and Watson consider caring and empathy as essential behaviors in nursing services.⁴

Empathy is a process of understanding the feelings of others and deeply experiencing what others feel. Empathy can be categorized into two main components: cognitive and affective. Cognitively, it involves thinking about a situation from someone else's perspective, while affectively, it leads someone to take action to demonstrate their concern for others.⁵ Empathy is highly important for nurses in providing nursing care in the hospital, where the nurse-patient (P-N) relationship can be built with empathy, both cognitively and affectively. In nursing care, empathetic behavior is characterized by good communication between the nurse and the patient, allowing the nurse to understand the client's health issues. The nurse's physical and emotional presence near the patient demonstrates the nurse's empathetic concern for the patient. A humanistic relationship between the nurse and the patient can occur

effectively, thus enhancing nursing care in the hospital.

However, the fact remains that there is still a decline in nursing care services, as evidenced by patient complaints about the quality of nursing care in the hospital. Patient dissatisfaction with nursing care can be observed in a study on the portrayal of nurses' empathy in providing nursing care in the inpatient ward of RSUP H. Adam Malik Medan. This was a descriptive study involving 141 practicing nurses as the sample. The results of this study indicate that 120 nurses (85.1%) demonstrated good levels of empathy, while 21 nurses (14.9%) exhibited fairly good levels of empathy.⁶

The recommendations from this systematic review are expected to encourage hospital nursing management to continually enhance the quality of nursing care, including improving nurses' empathy in delivering nursing care to patients, thus contributing to resolving patients' health issues.

MATERIALS AND RESEARCH METHODS

The analysis of articles was conducted through a literature review using keywords such as "impact of empathy," "nurse," "nursing services," and "hospital." The databases and websites utilized in the article search were PubMed, Google Scholar, and Science Direct. The search criteria included articles published within the last five years (2017-2022).

ELIGIBILITY CRITERIA

The selection of the study is determined using inclusion and exclusion criteria. As for the inclusion and exclusion criteria, they are as follows:

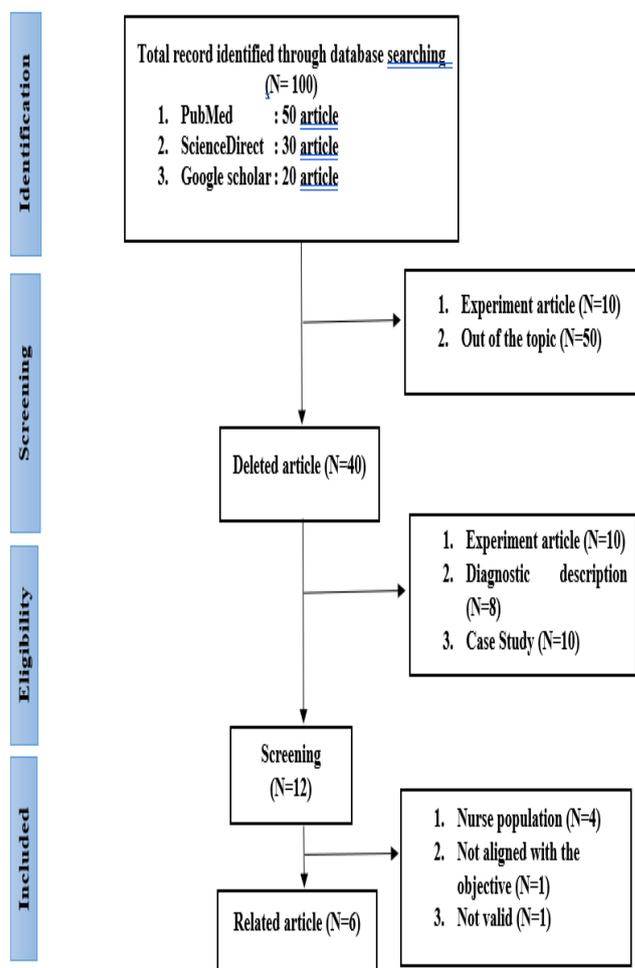
Tabel 1. Inclusion and Exclusion Criteria

Inclusion Criteria	Exclusion Criteria
a. The last five years (2017-2022).	a. Artikel review.
b. In Inggris.	b. Book.
c. Fulltext.	c. Not Relevant
d. Oppen access.	

RESULTS AND DISCUSSION

From the database, search results yielded articles through the database or website, resulting in 50 from PubMed, 30 from ScienceDirect, and 20 from Google Scholar. After discerning by criteria to remove duplicate articles and those outside the topic or not aligned with the purpose, we obtained 6 articles.

Figure 1 PRISMA



From the S-R prism figure, the screened articles obtained are as follow:

No	Title	Result
1	Overview of Nurse Empathy in Providing Nursing Care in the Inpatient Ward of RSUP H. Adam Malik Medan. By : Ranafika Butarbutar(2018)	That nurse empathy can be considered good from a cognitive perspective, as demonstrated by the nurse's desire to interact directly and from an affective perspective, where nurses listen directly to patients' complaints. With empathy, there is therapeutic nurse-patient communication, allowing patients to express their health complaints or problems.
2	Patient Perception of Nurse Empathy's Relationship with Patient Satisfaction in Inpatient Wards of RSUD Sleman Yogyakarta By : Hasim, Induniasih, & Fajarina (2018)	The research results indicate that there is a relationship between patients' perception of nurse empathy and patient satisfaction. Empathy assists in strengthening the nurse-patient relationship through active listening, attentiveness to patient concerns, dedicating time to care, providing gentle touch, and striving to understand the patient's emotions for the purpose of patient satisfaction.
3	The Relationship between Nurse Empathy and Inpatient Patient Satisfaction Levels at RSD Balung in Jember Regency By : Fajar Nusantara, Asmuji, S.KM M.Kep.,Ns. Komarudin, S.Kp., M.Kep. Sp.Kep.J. (2017)	Nurse empathy is associated with the level of patient satisfaction. Nurse-patient communication in the inpatient ward remains a primary concern for patients. The suggestion from this research is to enhance nurse empathy in the inpatient ward, particularly in therapeutic nurse-patient communication, to foster a strong interpersonal relationship and ensure greater patient satisfaction.
4	Translating Empathy and Acceptance in Counseling Sessions By :Monika Windriya Satyajati (2018)	his study described and analyzed some of the conversational resources nurses and patients used in achieving empathy. It has been shown that empathy can be interactionally nurses – patients.
5	Development of Nurse Empathy in Patient-Centered Care through Transformational Leadership: A Literature Review By : Yetti Oktaviana & Luky Dwiantoro (2018)	Enhancing empathy can lead to improved communication and therapeutic relationships between nurses and patients. Empathy is cultivated to support the enhancement of patient-centered care services and the improvement of patient outcomes.
6	The Meaning of the Empathetic A Qualitative Study Email: a.sadooghi@modares.ac.ir Nurse–Patient Communication: By :Atye Babaii Eesa Mohammadi, and Afsaneh Sadooghiasl (2021)	Empathetic communication with patients through three main categories of: (1) having humanistic and unique behaviors the patients; (2) providing a calm and happy environment for the patients; and (3) reducing the patients' fear and consolation to them. These findings indicate empathetic communication that is appropriate to the conditions and needs of hospitalized patients

A hospital is a comprehensive healthcare institution that provides inpatient, outpatient, and emergency healthcare services.⁷ Nursing services are an integral part of hospital services that play a crucial role in the quality of hospital care. Therefore, nurses are at the forefront of healthcare because they are healthcare professionals who have the longest interactions with patients and spend the most time with them, 24 hours a day.⁸ From the research by Meisy Rahmadani and Y. Bacri at RSU Madina Bukittinggi in 2021, it is suggested that hospitals should pay attention to the quality of nursing services so that nurses can maintain and enhance the quality of service, aiming to provide high-quality nursing care.⁹ One essential dimension of the quality of nursing care is empathy. Empathy has the following impacts on nursing care:

A. Enhancing therapeutic relationships between nurses and patients.

One of the impacts of empathy is to enhance therapeutic relationships between nurses and patients, with a particular emphasis on the development of therapeutic communication between the nurse and the patient. Improved communication and therapeutic relationships between nurses and patients are often referred to as empathic communication. Empathic communication between nurses and patients can create comfort and happiness for the patient.¹⁰ In

order to address patients' health issues. From an international article titled 'The Meaning of Empathic Nurse-Patient Communication' (2021), it is stated that there are three categories and subcategories that must be implemented in conducting empathic nurse-patient communication, as follows:

Category:

1. Providing a peaceful and happy environment for patients

Sub Category:

- a. Providing a pleasant environment.
- b. Providing room conditions.
- c. for family meetings.
- d. Making the room tidy and clean.

Category

2. Having a unique humanistic behavior with patients

Sub Category:

- a. Having friendly, gentle, and compassionate behavior with patients.
- b. Maintaining the patient's dignity.
- c. Considering the patient's trust and culture.
- d. Paying attention to changes in the patient's behavior.

Category:

3. Reducing patient's fear and providing comfort to the patient

Sub Category:

- a. Providing hope for the patient's health.
- b. Using spirituality to reduce pain and stress for the patient.

It can be said that empathetic communication is the foundation of quality nursing care.¹¹ As an empathetic nurse, a nurse must have the ability to accurately understand what the patient is experiencing and thinking.¹² Empathetic communication can be expressed in various ways, for example: facial expressions, touch, gentle words, and others, so that nurses can understand, know, and pay attention to what the client is currently experiencing.¹³ And providing the opportunity for clients to express the feelings they are experiencing. Yetti and Luky Dwiantoro (2018) in an article titled "Developing Nurse Empathy in Patient-Centered Care through Transformational Leadership" concluded that an increase in empathy can lead to improved communication and therapeutic relationships. As a result of the therapeutic relationship, it creates a mutual helping relationship (helping relationship), allowing patients to express their feelings more deeply. In this condition, it will enable nurses to better understand client needs and easily assist clients in addressing their health issues.¹⁵

B. To enhance patient satisfaction

Empathy can also enhance patient satisfaction with the nursing care provided. Generally, patients receiving hospital care have expectations that align with the reality

they experience, with the expectation of receiving optimal care in the hospital. As a result, patients will be satisfied. Patient satisfaction is a subjective assessment of the care received.¹⁶ Patient satisfaction has a close relationship with the quality of hospital services. The quality of hospital services can be assessed through three aspects, which are:

1. Input (structure, physical facilities, equipment, funding, healthcare and non-healthcare staff, and patients).
2. Process (hospital management, technical and nursing services, all of which are reflected in medical and non-medical actions towards patients).
3. Output/Outcome (patient recovery, patient satisfaction).¹⁷

The quality of healthcare for patients is inseparable from their satisfaction with the healthcare services they receive. Good quality is associated with disease recovery, improved health status or well-being, prompt service, a pleasant care environment, staff friendliness, procedural ease, equipment availability, medications, and affordability.¹⁸ Research by Fajar Nusantara et al. in an article titled "The Relationship between Nurse Empathy and Inpatient Satisfaction at RSD Balung Hospital, Jember Regency (2017)" states that by enhancing nurse empathy, an interpersonal relationship is established with the patient, resulting in patient satisfaction.

Therefore, empathy also has a significant impact on patient satisfaction.¹⁹

C. Reducing the psychological impact on patients

The third impact of empathy is to reduce the psychological impact on patients, which means reducing the anxiety and stress experienced by patients. One cognitive aspect of nurse empathy is how a nurse can respond to a patient's emotions and anxiety in order to build relationships with others.²⁰ A patient experiencing health problems generally also faces psychological issues because they are dealing with changes in their life. This includes the pain they are experiencing and other physical symptoms, the loss of social and professional roles, and family roles. It can also affect the patient's social aspects, such as their relationships with those around them, family, and colleagues, leading to psychological effects such as loneliness, emotional sensitivity, anger, stress, and more. In such situations, nurses can engage in empathetic communication with the patient's family, friends, and others to interact with the patient. Providing social support to the patient is also essential, including emotional support through empathy and understanding, motivating the patient, providing guidance and advice, and offering support and care. Through effective interaction, positive social relationships and social support are established, which can improve the patient's

mood. Monika Windriya Satyajati (2019) found that empathetic skills and abilities are highly necessary when dealing with various emotional conditions of clients So that the patient feels valued, loved, cared for, and can accelerate the patient's healing process.²¹

CONCLUSION

Empathy is the most essential dimension in nursing. Empathy also enhances the quality of nursing services and can increase patient satisfaction. The impact of empathy can be categorized into three aspects:

1. Enhancing the therapeutic relationship between nurses and patients.
2. Improving patient satisfaction.
3. Reducing the psychological impact on patients.

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