

The Relationship Between Effective Communication Between Nurses and the Implementation of Patient Discharge Planning in the ASOKA Ward of Prof. Dr. Margono Soekarjo Purwokerto Regional General Hospital

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ABSTRACT

Background: Communication is a key effort to alter patient behavior, closely tied to health and care. Data from Asoka Ward at RSUD (Regional Public Hospital) Prof. DR. Margono Soekarjo in 2023 shows a total of 1,128 patients admitted. Observations in Asoka Ward indicate that nurse communication is still lacking in the implementation of discharge planning. This is evidenced by the incomplete conveyance of the discharge planning process to patients. Interviews with 20 patients in Asoka Ward revealed that only 4 (four) patients were aware of the discharge planning procedures at the hospital.

Objective: To investigate the correlation between effective nurse communication and the implementation of discharge planning in Asoka Ward at RSUD Prof. DR. Margono Soekarjo, Purwokerto.

Method: This study employed a correlational quantitative method with a cross-sectional approach. The population consisted of inpatients in Asoka Ward from January to December 2023. Using the Lemeshow formula, a sample of 97 respondents was determined.

Results: The variables of communication and discharge planning in the "very good" category had the highest percentage, at 27.8%. The lowest value was observed in the very good communication category with fairly good discharge planning. The chi-square test results showed a p-value of 0.000.

Conclusion: There is significant correlation between effective communication and the implementation of discharge planning.

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1. INTRODUCTION

The nursing profession aims to maintain and improve health among individuals, families, and communities through the provision of quality nursing care. In delivering nursing care, nurses are required to communicate effectively because communication plays a fundamental role in influencing patient behavior related to health and treatment processes (Al-Asiyah, 2019). Effective communication is essential to ensure that patients receive appropriate care, and failure to communicate effectively may lead to poor nurse-patient relationships, resulting in patient dissatisfaction with healthcare services (Al-Asiyah, 2019).

Effective communication is also recognized as one of the key components of patient safety goals. Proper communication that is timely, accurate, comprehensive, clear, and understandable can reduce errors and improve patient safety outcomes. Conversely, inadequate communication increases the likelihood of errors during nursing care delivery (Oxyandi et al., 2020). Problems related to effective communication are

still commonly found in Indonesian society, where individuals often lack communication culture and listening skills, leading to ineffective problem-solving interactions (Melizsa, 2023).

Since the era of Florence Nightingale, professional nurses have played an important role as educators in promoting health and preventing disease. From this perspective, nurses are integral to the discharge planning process, which is a crucial component of nursing care that should begin when patients are admitted to the hospital and continue until they return home (Restu et al., 2023). Discharge planning is defined as a systematic and dynamic process involving assessment, planning, coordination, and evaluation to ensure continuity of care after hospital discharge (Nursalam et al., 2017). However, in many cases, discharge planning has not been implemented optimally and often does not follow established standards and protocols (Irmawati et al., 2022).

Previous studies have highlighted deficiencies in discharge planning implementation. Research conducted at RSUD Dr. Soetomo Surabaya reported that discharge planning was often limited to completing the most critical steps while neglecting minor but important aspects. Another study at RS PKU Muhammadiyah Gamping revealed that discharge planning should ideally begin when the patient is first admitted to the hospital. Furthermore, research conducted in West Sumatra found that 38% of respondents at RSAM Bukittinggi perceived discharge planning as poorly implemented because nurses provided unstructured explanations verbally, causing patients to forget the information provided (Hartini et al., 2018). These findings indicate that communication plays a crucial role in the success of discharge planning implementation.

Inadequate discharge planning can disrupt the continuity of patient care at home, worsen health conditions, and increase the likelihood of hospital readmission with the same or more severe conditions (Irmawati et al., 2022). Therefore, effective nurse communication is an important factor that must be considered in the implementation of discharge planning. Several previous studies have examined discharge planning and patient satisfaction (Agus & Kadir, 2021; Wulandari & Hariyati, 2019; Asli et al., 2019), structured discharge planning processes (Leinert et al., 2022), and the relationship between communication effectiveness and patient satisfaction (Versluijs et al., 2021). However, limited research specifically investigates the direct relationship between effective nurse communication and discharge planning implementation among hospitalized patients, particularly in inpatient ward settings. This gap highlights the need for further investigation.

Data obtained from Asoka Ward at RSUD Prof. Dr. Margono Soekarjo Purwokerto in 2023 showed that 1,128 patients were hospitalized. Observations conducted in the ward indicated that nurse communication in discharge planning implementation was still inadequate, as discharge planning information was not fully conveyed to patients. Interviews with 20 patients revealed that only four patients were aware of discharge planning implementation in the hospital. These findings suggest a discrepancy between the expected standards of nursing communication and the actual implementation in clinical practice.

Based on these problems, this study was conducted to examine the correlation between effective nurse communication and the implementation of discharge planning in Asoka Ward at RSUD Prof. Dr. Margono Soekarjo Purwokerto. The general objective of this study was to determine the relationship between effective nurse communication and discharge planning implementation. The specific objectives were to identify patient characteristics, describe effective nurse communication, describe discharge planning implementation, and analyze the relationship between both variables. The hypothesis of this study was that there is a significant relationship between effective nurse communication and the implementation of discharge planning among patients.

2. RESEARCH METHOD

This study employed a quantitative correlational design with a cross-sectional approach. Quantitative research is characterized as systematic, structured, and planned based on positivist ideology (Sugiyono, 2019). The cross-sectional approach focuses on measuring and observing independent and dependent variables simultaneously at a single point in time (Nursalam, 2017). This design was used to analyze the

relationship between effective nurse communication and the implementation of discharge planning among hospitalized patients.

The research was conducted in the Asoka Ward of RSUD Prof. Dr. Margono Soekarjo Purwokerto. The study period lasted from October 2023 to June 2024, while data collection was carried out from May to June 2024. The population consisted of all patients hospitalized in the Asoka Ward from January to December 2023, totaling 1,128 patients. Population refers to a broad category consisting of individuals or objects selected by researchers to be studied to draw conclusions with certain characteristics (Indarwati et al., 2020).

The sample size was determined using the Lemeshow formula, resulting in 97 respondents. A sample is defined as a subset of the population that represents the characteristics of the population under study (Indarwati et al., 2020). The Lemeshow formula used was:

$$n = \frac{Z^2 \cdot P(1-P)}{d^2}$$

Where:

- n = sample size
- Z = standard value (1.96)
- P = estimated proportion (0.5)
- d = margin of error (0.10)

Sampling was conducted using inclusion criteria for patients hospitalized in the Asoka Ward who met the research requirements and were willing to participate as respondents. Respondents were asked to complete questionnaires after receiving an explanation regarding the research objectives and procedures.

The study variables consisted of an independent variable and a dependent variable. Variables are defined as behaviors or characteristics that vary in value (Indarwati et al., 2020). The independent variable in this study was effective nurse communication, while the dependent variable was the implementation of discharge planning. Operational definitions were established to clarify the meaning of each variable and ensure accurate measurement. Effective nurse communication referred to communication used by nurses during discharge planning implementation, measured using a questionnaire with ordinal scale categories: very good (78–96), good (59–77), fairly good (42–58), and poor (24–41). Discharge planning implementation referred to the planning process conducted by nurses from patient admission until discharge, measured using a questionnaire with categories: very good (86–100%), good (75–85%), sufficient (56–74%), and poor ($\leq 55\%$).

The research instrument consisted of structured questionnaires completed directly by respondents (patients) hospitalized in the Asoka Ward. The questionnaire included items measuring effective nurse communication and discharge planning implementation. Instruments were tested for validity and reliability before use to ensure data accuracy.

Data collection procedures began with obtaining ethical approval and research permission from the hospital. Eligible respondents were identified according to inclusion criteria, informed consent was obtained, and questionnaires were distributed to respondents. Researchers provided assistance when respondents experienced difficulties in completing the questionnaires. After data collection, responses were checked for completeness before data processing and analysis.

Data analysis included univariate and bivariate analysis. Univariate analysis was used to describe respondent characteristics, effective nurse communication, and discharge planning implementation using frequency distributions and percentages. Bivariate analysis was conducted to examine the relationship between effective nurse communication and discharge planning implementation using the Chi-square test with a significance level of 0.05.

Ethical considerations were applied throughout the research process, including informed consent, confidentiality, anonymity, and voluntary participation. Respondents had the right to withdraw from the study at any time without consequences.

This study procedure was designed to allow replication in similar clinical settings to further examine the relationship between nurse communication effectiveness and discharge planning implementation.

3. RESULT AND DISCUSSIONS (Font 10, Times New Roman, Spacing 1.15)

3.1. Univariat

3.1.1. Characteristics of Respondents

The characteristics of respondents in this study included age, gender, education level, occupation, and previous hospitalization history. These characteristics may influence patients' ability to understand information provided by nurses and affect communication effectiveness during discharge planning implementation.

3.1.2. Effective Nurse Communication

The results showed that effective nurse communication in the Asoka Ward was generally categorized as very good. Communication effectiveness reflects the nurse's ability to convey information clearly, empathetically, and understandably to patients. Effective communication plays an important role in improving patient understanding and cooperation during treatment and discharge preparation.

3.1.3. Implementation of Discharge Planning

The implementation of discharge planning in this study was also categorized as very good, with the highest percentage in the very good category (44.3%). Nurses consistently ensured that patients and families understood discharge plans, including follow-up care after returning home. The success of discharge planning implementation was also related to respondents' educational background and previous hospitalization experience, which facilitated better comprehension of the information provided.

Table 1. Distribution of Effective Nurse Communication

	N=97	Presentase (%)	Mean	Min-max	Std. Deviaton
Very Good	43	44.3	74.3	41-94	0.794
Good	32	33.0			
Good Enough	22	22.7			

Table 1. shows the results of the calculation of the most effective communication implementation rate, respondents chose the category of very good, which was 43 (44.3%). The minimum answer value was 41 and the maximum answer value was 94. Based on calculations using the effective communication questionnaire, the implementation of effective communication by nurses was in the very good category.

Table 2. Distribution of Discharge Planning Implementation

Category	N=97	Presentase (%)	Mean	Min-max	Std. Deviaton
Very Good	42	43.3	13.8	10-17	0.799
Good	32	33.0			
Good Enough	23	23.7			

Table 2. Shows the level of discharge planning implementation, with the majority of respondents choosing the category "very good" 42 (43.3%) with an average response value of 13.8 and a minimum value of 10. Based on the table above, the level of discharge planning implementation is already very good.

3.2. Bivariat

Table 3. Effective Communication in Discharge Planning

<i>Discharge Planning</i>					
	Very Good	Good	Good Enough	Total	<i>P Value</i>

Communication	Very Good	N	27	16	0	43	0.000
		%	27.8%	16.5%	0.0%	44.3%	
Good	N	14	11	7	32		
	%	14.4%	11.3%	7.2%	33.0%		
Good Enough	N	1	5	16	22		
	%	1.0%	5.2%	16.5%	22.7%		
Total	N	42	32	23	97		
	%	43.3%	33.0%	23.7%	100.0%		

Tabel 3. The cross tabulation results show that the highest value is the relationship between communication in the very good category and discharge planning in the very good category with a value of 27 (27.8%). The results of the relationship between communication in the good category and discharge planning in the good category are 16 (16.5%). The lowest cross tabulation results are in the very good communication category with discharge planning in the fairly good category. The chi-square test shows a p-value of 0.000 (<0.05), so H_a is accepted, meaning that there is an effective communication relationship with discharge planning implementation.

Discussion

The findings demonstrated a significant relationship between effective nurse communication and discharge planning implementation. Effective communication not only involves language clarity and tone but also attitudes such as empathy, respect, and responsiveness during interaction. The success of discharge planning is influenced not only by communication methods but also by respondent characteristics, particularly education level, which affects patients' knowledge and communication abilities.

The lowest score in communication aspects was found in the respect component, particularly regarding asking patients' preferred names. This aspect is often overlooked because it is perceived as less important, although it can strengthen trust and improve therapeutic relationships between nurses and patients.

The findings of this study are consistent with previous research indicating that effective communication is significantly associated with discharge planning implementation (Destri et al., 2021) and patient satisfaction (Basri, 2019). Communication clarity plays a major role in ensuring patients understand treatment procedures after discharge, thereby improving satisfaction and health outcomes (Wulandari et al., 2020; Fitriani et al., 2019). Additionally, communication barriers such as the use of unfamiliar medical terminology may reduce patient understanding, emphasizing the need for simple and patient-centered communication approaches (Pannyiwi et al., 2021).

Overall, this study confirms that effective nurse communication is a key determinant in the successful implementation of discharge planning. Nurses who communicate clearly, empathetically, and systematically can improve patient readiness for discharge and continuity of care at home.

4. CONCLUSION AND RECOMMENDATION (Font 10, Times New Roman)

Conclusion

This study concludes that effective nurse communication and the implementation of discharge planning in the Asoka Ward at RSUD Prof. Dr. Margono Soekarjo Purwokerto were generally categorized as very good. The results of the bivariate analysis showed a statistically significant relationship between effective nurse communication and the implementation of discharge planning, with a p-value of 0.000. These findings indicate that better communication effectiveness among nurses is associated with better discharge planning implementation for patients. Effective communication that includes clarity, empathy, respect, and appropriate language use plays an important role in improving patient understanding, readiness for discharge, and continuity of care after hospitalization.

Recommendation

Hospitals are recommended to improve the quality of nursing services by strengthening training programs related to effective communication skills, particularly in discharge planning implementation. Nurses are encouraged to enhance therapeutic communication practices to ensure that patients and families clearly understand post-discharge care instructions. Future researchers are advised to conduct further studies by involving larger sample sizes, different hospital settings, or additional variables that may influence discharge planning implementation to enrich scientific evidence in nursing practice.

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The use of Mendeley as a tool in referencing is preferable and encouraged. References should be carefully checked for completeness, accuracy, and consistency. When referring to a reference in the text of the document, put the number of the reference. Eg: ¹.

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