



## The Role and Function of Therapeutic Communication in the Success of Dental and Mouth Health Services at Puskesmas City of Makassar

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### Abstract

Therapeutic communication is professional communication for nurses that is planned and carried out to help heal or restore patients. By having good therapeutic communication skills, nurses will more easily establish a trusting relationship with patients, and this will be more effective for nurses in providing professional satisfaction in nursing care. The purpose of this study was to find out the description of therapeutic communication in the success of dental and oral health services at the Bara-Baraya Health Center, Makassar. The type of research used is descriptive research to describe the role of therapeutic communication in the success of dental and oral health services at the Bara-Baraya Health Center Makassar. Of the 82 patients who came to visit the dental clinic at Bara-Baraya Public Health Center, there were 30 patients who were willing to be asked to fill out the questionnaire, namely 8 men (26.7%) and 22 women (73.3%). This research examines therapeutic communication at the orientation stage, work stage, and termination stage in service success and each stage is explained by the questions. From primary data processing, 30 respondents on average all stated that the stages of therapeutic communication had gone well. Based on the results of the research describing the role of therapeutic communication in the success of dental and oral health services carried out at the Bara-Baraya Health Center, it can be concluded that: a. The description of the role of therapeutic communication in the success of dental and oral health services is good and successful. b. The success rate of the first therapeutic communication is at the termination stage, then the working stage and then the orientation stage.

**Keywords:** The Role and Function, Therapeutic Communication, Dental and Mouth

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## 1. Introduction

Therapeutic communication is the basic modality of the main intervention consisting of verbal and nonverbal techniques used to form a relationship between the therapist and patient in fulfilling needs (Mubarak, 2012). Therefore, therapeutic communication is important in the smooth running of health services by therapists to find out what patients feel and want. Therapeutic is an adjective associated with the art of healing (Anas, 2014). So here it is meant that therapeutic is everything that facilitates the healing process. So that therapeutic communication itself is communication that is planned and carried out to help the patient's healing/recovery. Therapeutic communication is a professional communication for nurses. The basic problem of this communication is the existence of mutual need between patients and nurses, so that it can be categorized into personal communication between nurses and patients, nurses help and patients receive assistance (Mukhrifah Damayanti 2010). Dental and oral health services are one of the basic health services in puskesmas whose quality must be improved by implementing services that are in accordance with existing standards.

Dental and oral health services at the puskesmas aim to achieve optimum dental and oral health status. The program is carried out by increasing public awareness and understanding of the importance of maintaining dental health, eliminating or reducing things that can harm dental health. Health workers consisting of dentists or dental nurses, in addition to carrying out preventive or improvement efforts in the form of services, also efforts that are treatment or recovery as well as overall management planning (DEPKES RI 1993).

## 2. Research Method

The type of research used is descriptive research to describe the role of therapeutic communication in the success of dental and oral health services at the Bara-Baraya Health Center Makassar. The research was conducted at the Bara-Baraya health center which is on Jalan Abu Bakar Lambogo no.143, Makassar sub-district, Makassar city.

## 3. Results And Discussions

### a. Result

From the results of a study of 30 patients who came for treatment at the Bara-Baraya Health Center in Makassar City, the following results were obtained:





Table 1. Distribution of frequency tables by Gender

No	Gender	n	%
1.	Man	8	26.7
2.	Woman	22	73.3
	Total	30	100

Based on the table above, of the 30 patients, the number of men and women who came and underwent treatment was 8 men (26.7%) and 22 women (73.3%).

Table 2. Distribution of frequency tables based on age

No	Age	n	%
1.	17-27 year	10	33.3
2.	28-38 year	15	50
3.	39-49 year	3	10
4.	>50 year	2	6.7
	Total	30	100

Based on the table above, out of 30 respondents there were 10 people (33.3%) aged 17 to 27 years, there were 15 people (50%) aged 28 to 38 years, there were 3 people (10%) aged 39 to 49 years and those aged 50 years there were 2 people (6.7%).

Table 3. Distribution of respondents based on successful implementation therapeutic communication

NO	Therapeutic Communication	Health Service Success Category (%)		Total (%)
		Succeed	Not Successful	
1	Orientation Stage	25 (83.3%)	5 (16.7%)	30 (100%)
2	work stage	26 (86.7%)	4 (13.3%)	30 (100%)
3	Termination Stage	28 (93.3%)	2 (6.7%)	30 (100%)

From the table above it can be concluded that the answers from 30 respondents who answered the nurse/dentist succeeded in carrying out therapeutic communication at the orientation stage were 25 people (83.3%) and those who answered no were 5 people (16.7%). At the working stage, 26 people (86.7%) answered that the nurse/dentist successfully carried out therapeutic communication and 4 people (13.3%) who answered unsuccessfully. At the termination stage of the 30 respondents who answered that the nurse/dentist had succeeded in





carrying out therapeutic communication were 28 people (93.3%) and those who answered unsuccessfully there were 2 people (6.7%).

#### b. Discussion

From primary data processing, it was obtained 30 respondents on average all stated that the stages of therapeutic communication had gone well.

##### 1) Orientation Stage

Most of the respondents stated that nurses/dentists carried out therapeutic communication, but there were still (60%) respondents who answered that nurses/dentists had not introduced themselves because nurses/dentists were less open with patients, this could cause patients to feel less confident, and there (16.7%) respondents answered that the nurse/dentist did not explain the time contract needed to carry out the activity because sometimes the nurse/dentist did not refer to the time contract that was made because in the working phase it takes a long time when the patient starts to feel uncomfortable when Nurse/Dentist doing treatment.

##### 2) Work Stage

Most nurses/dentists are successful in implementing therapeutic communication at this stage. And, there were only (26.7%) respondents who answered nurses/dentists who had not tried to create a situation or atmosphere that had patient confidence due to the lack of interaction between patients and health workers and poor communication with patients.

##### 3) Termination Stage

Some respondents stated that the nurse/dentist carried out therapeutic communication, but there were still (16.7%) who stated that the nurse/dentist did not ask how the patient felt after the action was taken. The nurse should have asked the patient's feelings after interacting with the nurse. And does the patient feel that the interaction can reduce his anxiety. Therefore asking the patient's feelings after interacting is very important.

#### 4. Conclusion

Based on the results of the research describing the role of therapeutic communication in the success of dental and oral health services carried out at the Bara-Baraya Health Center, it can be concluded:

1. The description of the role of therapeutic communication in the success of dental and oral health services is classified as good and successful.





2. The success rate of the first therapeutic communication is at the termination stage, then the working stage and then the orientation stage.

## 5. Compliance with ethical standards

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### Disclosure of conflict of interest

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

### Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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