

The Role of Therapeutic Communication in Providing Health Education for Midwifery Services

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Abstract

Introduction: Midwifery practice does not only emphasize clinical aspects, but also includes the role of therapeutic communication which includes interpersonal communication and counseling, both individually and in groups. **Objective:** This study aims to determine the role of therapeutic communication in providing health education to midwifery services. **Method:** The study used a quantitative method with a sample of 30 people selected through the Accidental Sampling technique. **Result and Discussion:** The results of the study showed a p value = 0.003 which is smaller than α (0.05). This study indicates that there is a significant relationship between the application of therapeutic communication in providing health education with the quality of midwifery services. **Conclusion:** Therefore, it can be concluded that effective therapeutic communication plays an important role in supporting the successful delivery of health education and improving the quality of midwifery services.

Introduction

Communication skills are a critical skill that a midwife must possess, as communication is a dynamic process used not only to collect assessment data but also to provide health education and information that can influence clients in adopting healthy lifestyle behaviors (Winda et al., 2024). In the context of midwifery, clients demand optimal care, both physically and psychologically, especially those experiencing emotional instability when adapting to changes in status, such as their first pregnancy or new role as a mother.

Therapeutic communication can be defined as a skill or process of interaction consciously carried out by midwives with clients experiencing physical or psychological disorders, so that midwives can help clients overcome problems or achieve healing (Wijayanti et al., 2016). In midwifery practice, this communication skill is crucial because it forms the basis for building trusting relationships, creating a sense of security, and conveying health messages clearly. However, communication is not always effective; misunderstandings often occur due to differences in perception or a lack of attention from health workers. This condition can lead to patient dissatisfaction and even reduce trust in health services. Therefore, midwives need to have good knowledge, attitudes, and motivation in implementing therapeutic communication to be able to carry out health education effectively.

The implementation of effective communication in health education not only helps patients understand health information correctly, but also improves the quality of midwifery services, strengthens patient trust, and contributes to reducing the Maternal Mortality Rate (MMR) and Infant Mortality Rate (IMR) (Ica et al., 2024). This aligns with the primary function of therapeutic communication, which is to strengthen the midwife-patient relationship, facilitate understanding of problems, and prevent negative responses. Successful communication is influenced by various factors such as perception, developmental knowledge, credibility, emotions, physical condition, values, and environment. In this regard, the midwife's credibility and appropriate message delivery are determining factors for successful communication in midwifery practice (Elis & Wintarsih, 2024).

Numerous studies reinforce the importance of therapeutic communication in midwifery care. Research by Ica et al. (2024) confirmed that active listening skills, conveying information clearly, and building trusting relationships have been shown to improve patient understanding of educational materials. This aligns with findings at the Pakuniran Community Health Center, which showed that the better midwives' understanding of the meaning, purpose, principles, and techniques of therapeutic communication, the more effective the implementation of health education. Research by Indri (2024) also corroborates these findings by demonstrating that providing communication, information, and education (IEC) to pregnant women regarding childbirth preparation is effective in reducing anxiety. The education provided is not limited to one-way communication, but rather two-way communication, allowing midwives to explore the needs of pregnant women, thus delivering more targeted information.

Furthermore, research conducted by Gusti Devi Rizki Mahmudah et al. (2022) confirms that therapeutic communication implemented by healthcare workers, particularly midwives, plays a crucial role in improving the quality of midwifery services. The results of this study indicate that therapeutic communication is not simply a means of conveying information, but rather an interactive process that builds trusting

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relationships, provides a sense of security, and helps pregnant women express their concerns and concerns more openly. Through therapeutic communication, healthcare workers can better understand patients' needs and provide interventions or health education tailored to their specific conditions.

The success of health education in midwifery services is largely determined by the therapeutic communication skills of healthcare workers. Active listening skills, clarity in conveying information, and the ability to build emotional closeness have been shown to improve patient understanding, reduce anxiety, and prepare mothers physically and psychologically for childbirth. Appropriate communication also enables patients to be more proactive in maintaining their own and their babies' health. In this regard, support from medical personnel, access to accurate information, and the government's role in providing digital technology-based health education services and media are crucial factors that can increase communication effectiveness, expand information reach, and provide ongoing support (Rizqiati, 2024).

Thus, it can be concluded that therapeutic communication is the main foundation of effective communication in midwifery services. This skill not only improves the quality of health education, but also strengthens the midwife-patient relationship, reduces maternal anxiety, increases patient satisfaction, and supports the achievement of the main goal of maternal health services, namely the safety of mothers and babies. Given the significant role of communication in providing health education in midwifery services, further research is needed on the Role of Therapeutic Communication in Providing Health Education in Midwifery Services.

Method

The type of research used is quantitative using the Accidental Sampling method, namely a sampling determination technique based on chance, so that researchers can take samples from anyone they meet without prior planning. The nonprobability sampling technique is a sampling technique that provides equal opportunities for each element or member of the population selected to be sampled (Sugiono, 2014). This research was conducted at the Pattingaloang Community Health Center from May to July 2023. The population in the study were all mothers who came to check their health within the scope of midwifery services, the number of samples was 30 people, the sampling technique in this study was nonprobability sampling with the Accidental Sampling method. The data measurement tool used a questionnaire.

Result and Discussion

1. Result

Table 1

Frequency Distribution of Respondents by Age at Pattingaloang Community Health Center

Age (years)	F	%
18 -25	5	16.7
26 – 37	21	70.0
3	4	13.3
Total	30	100.0

Source: Primary Data 2023

Based on table 1, it shows that respondents aged 18-25 years were 5 (16.7%), aged 26-37 years were 21 (70.0%), and others were 4 (13.3%).

Table 2

Frequency Distribution of Respondents by Education at Pattingaloang Community Health Center

Education	F	%
ES	4	13.3
JHS	6	20.0
SHS	8	26.7
Bachelor	12	40.0
Total	30	100.0

Source: Primary Data 2023

Based on table 2, it shows that respondents with elementary school education were 4 (13.3%), junior high school were 6 (20.0%), high school were 8 (26.7%), and bachelor's/diploma were 12 (40.0%).

Table 3

Frequency Distribution of Respondents by Occupation at Pattingaloang Community Health Center

Work	F	%
Housewife	18	60.0
Self-employed	4	13.3
Private sector employee	2	6.7
Civil Servant	6	20.0
Total	30	100.0

Source: Primary Data 2023

Based on table 3, it shows that 18 (60.0%) respondents work as housewives, 4 (13.3%) are self-employed, 2 (6.7%) are private employees and 6 (20.0%) are civil servants.

Table 4

The Relationship between the Role of Effective Communication in Providing Health Education and Midwifery Services at the Pattingaloang Community Health Center.

Therapeutic Communication	F	%	<i>p value</i>
Good	17	56.7	0.003
Bad	13	43.3	
Total	30	100.0	

Source: chi-square test

Of the 30 respondents, 17 (56.7%) demonstrated good communication, while 13 (43.3%) demonstrated poor communication. The chi-square analysis yielded a $p = 0.003$ (<0.05), indicating a statistically significant relationship between effective communication and the quality of midwifery services. Therefore, these results indicate that the more effective midwives' communication in providing health education, the better the midwifery services perceived by patients.

2. Discussion

The results of this study confirm that effective communication plays a crucial role in improving the quality of midwifery services. A p-value of 0.003 indicates that the relationship between communication and midwifery services is not coincidental but has a strong empirical basis. This means that when midwives can deliver health education using clear, empathetic language tailored to the patient's needs, the patient will feel more

valued, understand their health condition, and be more compliant with treatment recommendations.

This finding aligns with therapeutic communication theory, which states that effective communication is the core of the professional relationship between healthcare professionals and patients (Abera et al., 2023; Susanna et al., 2024). In the context of midwifery, communication is not only the process of conveying information but also a form of empathy, emotional support, and collaboration to achieve optimal maternal and infant health (Stanislava, P., 2024).

This study also corroborates the findings of Sulastri (2021), which showed that a positive attitude of healthcare professionals toward communication and patient rights influences the quality of care provided. Sunarni's (2016) findings indicate that good communication actually increases satisfaction and positive perceptions of midwifery services. This difference in results may be due to variations in respondent characteristics, service context, and the interpersonal skills of healthcare workers in the field.

Effective communication also serves as a medium for delivering effective health education. Through two-way communication, midwives can assess the patient's level of understanding, provide clarification, and tailor the educational approach based on the mother's cultural background, educational level, and emotional readiness. Therefore, the success of health education depends heavily on midwives' ability to communicate openly, empathetically, and adaptively. Several studies confirm that improving the quality of midwifery services can be achieved by strengthening midwives' communication competencies. Training in therapeutic communication and counseling skills, such as the GATHER (Greet, Ask, Tell, Help, Explain, Return) method, needs to be integrated into ongoing training programs at community health centers (Sunarni, 2016).

According to Nagarajan and G. Wiselin, communication is the foundation of every relationship, and everyday life is filled with experiences of correspondence with others. Relational competence is the ability of individuals to manage relationships and oversee correspondence (Gumilang in Permatasari, 2020). Midwives, as service providers, must ensure professionalism, accountability, and legal aspects of midwifery care. As practitioners, midwives must maintain evidence-based practice and prepare to anticipate changing community and midwifery service needs (Endang, Elisabeth, 2015).

A person's recovery can be achieved through various means, such as consistently taking the midwife's recommended medication, receiving appropriate medical care, and receiving moral support from those closest to them, such as family. In addition to restoring physical health, recovery should also focus on the patient's own psychology. Generally, those who are bedridden experience a decline in psychological well-being, known as "droop." It is at this time that a person desperately needs moral support in the form of encouragement and motivation to cope with their illness until they recover as before. The nurse's role, particularly when caring for patients experiencing "droop," is to provide motivation and moral support so that the patient feels cared for wholeheartedly. For example, ask simple questions like "Have you taken your medicine, ma'am?" or "Get well soon, sir/ma'am." While these phrases may seem like commonplace conversation, they can be uplifting for someone who is in a critical condition (Nuraenung, 2019). Health Education is a set of experiences that beneficially influence habits, attitudes, and knowledge, which are related to the health of individuals, communities, and nations (Himka, 2017).

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The researcher's assumption in this study is that communication is crucial in the healthcare sector, particularly in midwifery services, which prioritize communication in every service provided. The application of communication will also impact the quality of midwifery services, enabling midwives to provide effective health education.

Conclusion

The results of the study showed a significant relationship between the role of therapeutic communication in providing health education in midwifery services ($p = 0.003 < 0.05$). This proves that effective communication can increase patient understanding, trust, and satisfaction with services. Conversely, suboptimal communication can lead to misunderstandings and dissatisfaction. Therefore, the implementation of empathetic and interactive therapeutic communication is key to improving the quality of midwifery services and supporting efforts to reduce maternal and infant mortality rates.

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