ABSTRACT

The negative stigma associated with people with severe mental disorders (ODGJ) remains a serious issue in Indonesia. As social creatures, human beings tend to have difficulty communicating and socializing when they experience mental health challenges, so appropriate treatment is essential. Therapeutic communication is the communication between nurses and patients with the aim of facilitating the patient's healing process. Therapeutic communication plays a central role in the treatment of ODGJ patients. This research aims to study the interactions in therapeutic communication and identify the application of therapeutic communication carried out by nurses when working with ODGJ patients in the process of healing. This research adopts a qualitative method and interpretive approach, involving in-depth interviews, observation, and documentation with seven key informants and one expert informant, using a purposeful sampling technique. The results showed the stages of therapeutic communication in caring for ODGJ patients. The pre-interaction phase involves the nurse thoroughly preparing before the interaction; the orientation phase builds a trusting and comfortable relationship; the working phase focuses on the nurse's interventions; and the termination phase marks the end of the process. During this final stage, the nurse conducts a comprehensive evaluation of the patient's progress. This study confirms that therapeutic communication plays a central role in patient psychotherapy. By paying attention to aspects of therapeutic communication without coercion, nurses can provide holistic by prioritizing empathy and the patient's perspective, as well as effective treatment for patients with ODGJ patients.

Keywords: Therapeutic Communication, ODGJ, Nurse