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## **Communication Pattern of Nurses - Elderly Patients Through a Neuro-linguistic Programming Approach**

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**Abstract** This study aims to determine the pattern of communication between nurses and elderly patients towards a healthy lifestyle through the NLP approach. This research is a qualitative study using a case study method involving 6 nurses and 15 elderly people active in prolanis activities in Batu Ke'de village, Masalle subdistrict. The results of observations and interviews were then analyzed using interactive analysis techniques from Miles and Huberman. Based on the results of observation and analysis obtained data that nurses are able to use the neurolinguistic programming method in communicating with the elderly which causes changes in the thinking and behavior patterns of the elderly towards a healthy lifestyle. Therefore, the NLP method can be used by nurses as one method of communicating in influencing elderly patients by taking into account the four main pillars, namely outcome, rapport, sensory acuity, and flexibility

**Keywords:** communication pattern; elderly; healthy lifestyle; NLP; nurse

### **INTRODUCTION**

As in other countries, the number of elderly in Indonesia increases every year to more than 11% of the total population (Wang, Hsieh, & Wang, 2013). Based on data from the Enrekang Regency Central Bureau of Statistics in 2016, the number of elderly in Masalle Subdistrict is 2,390 people out of a total population of 14,668 people. Today an increase in the number of elderly people is accompanied by an increase in life expectancy of 18 years from the age of 65 (Drewnowski & Evans, 2001). Increasing life expectancy is certainly not necessarily obtained by the elderly. Non-

Contagious diseases are the number one killer for the elderly such as heart disease, high blood pressure, diabetes, stroke, etc. (Taylor, 2014).

To improve the quality of life of the elderly, behavioral changes are needed, namely by living a healthy lifestyle, including 1) improving nutritional intake by paying attention to the diet; 2) routine physical activity; and diligently checking themselves in health services both at the elderly auxiliary health centre, public health centre or hospitals (Drewnowski & Evans, 2001; Taheri, Mohammadi, Paknia, & Mohammadbeigi, 2013). However, the lack of education is a major factor in the knowledge, attitudes, and behavior of the elderly towards a healthy lifestyle. In this case, nurses play an important role in increasing awareness of the elderly by providing education and motivation to live a healthy lifestyle (Grothmann, Leitner, Glas, & Prutsch, 2017; Wahyuni & Kurnia, 2014).

Communicating with the elderly is not an easy thing to do (Ahmad, 2014). Communication barriers in the elderly are due to changes in cognition experienced due to physiological changes in the nervous system (Hummert, Nussbaum, & Weimann, 1992). The damage to the nervous system affects the ability to think, speak, understand the elderly, hearing and memory disorders (Park & Song, 2005; Wang et al., 2013). This cognitive disorder is very common in the elderly known as dementia (Ahmad, 2014). Stroke is one of the causes of dementia.

The existence of obstacles in communicating with the elderly can result in the message conveyed also cannot be received well by the elderly. Failure to understand the message conveyed causes misunderstanding to lead to the willingness and ability of patients to make positive behavioral changes in accordance with the purpose of communication. The factors that influence self-management behavior are belief in the effectiveness of therapy, self-efficacy, social support, and communication of health workers (Mulyati, Yeti, & Sukamrini, 2013). Of these factors, the communication of health workers has the most dominant influence. In this case, the communication is related to providing education.

Providing education can be done through health counseling either through face to face or using media such as leaflets,

posters, newspapers, or electronic media. Health counseling given face to face is considered more effective to use than using a health flyer or brochure. This is due to nurses being able to provide strengthening motivation to the elderly through their communication skills.

In Indonesia, each Public Health Centre works closely with the health insurance provider Badan Penyelenggara Jaminan Sosial (BPJS) or Social Security Administering Agency to implement a chronic disease management program known as Prolanis. Prolanis is a health service system and proactive approach to maintaining the health of BPJS participants with chronic diseases so that they can achieve optimal quality of life with effective and efficient health costs. This activity is carried out every month that starts with gymnastics, health checks and ends with counseling. However, the implementation of Prolanis in the Masalle District was not welcomed by the community. This can be seen from the reduced number of participants at each meeting and the implementation of a healthy lifestyle that is still far from expectations. Thus we need a communication approach that can influence the mindset of participants so that it has an impact on the application of healthy lifestyles in their daily lives.

The ability to communicate effectively is a core skill that must be possessed by nurses in carrying out nursing care starting from conducting assessments to evaluating and documenting actions (Tijani-Eniola, 2016). The nurse's communication skills can be influenced by the level of education, mental conditions, and workload of nurses (Caris-Verhallen et al., 1999). The level of education is related to the patience possessed by nurses, attention, and ability to provide feedback in dealing with patient complaints so that they are able to communicate well and correctly and effectively. Nurses with higher education are better able to provide information about diseases and health conditions experienced by patients. While the mental condition and workload are related to stress experienced by nurses so that it affects the mood in interacting with patients. Nurses with little workload will focus on creating and maintaining relationships with patients. They will spend more time doing

social conversations and affective behavior than nurses with high workloads.

Effective communication plays an important role in improving the quality of nursing care provided and the quality of the relationship between the parties involved in communication. This is important because in addition to conveying information, at a further level it can encourage changes in patient behavior in a more positive direction (Sitorus & Herawati, 2013). Through the ability to communicate as well, patients can make it a benchmark for nurses' abilities related to their knowledge and competence, especially when physical contact occurs. Therefore, to increase the effectiveness of communication skills, nurses need to implement and utilize effective communication strategies in providing nursing care (Ahmad, 2014).

Neuro-linguistic programming (NLP) is a new technology in the world of health care that discusses how nerves and languages are able to work together to change the way people think and behave (Tosey & Mathison, 2010). NLP was first introduced in the 1970s by Richard Bandler and John Grinder. In their research, they involved great communicators and counselors who later produced an improved communication approach model. Neuro-linguistic programming (NLP) consists of 3 words namely neuro, linguistics and programming (Bigley et al., 2010). Neurolinguistics is a study of nerves and the human brain with language. Thus NLP can be interpreted as an approach through communication in directing human action, to change someone by doing mind guidance (Rustan, 2017). NLP has been widely used in communication, self-development and learning approaches (Pensieri, 2013).

NLP can be used to build strategies to encourage health-seeking behavior, look for why someone can recover faster, how to model strategies used and find out who is more at risk of suffering from certain disease conditions (Steinbach, 1984). NLP can be done by using certain word patterns in describing something so that mental processes occur that affect behavior in achieving goals (Rustan, 2017). Management of information provided is carried out through optimizing the ability of the brain (strengthening neuron

circuits) with nerve stimulation that coordinates the role of memory related to the human senses, especially vision, hearing, taste, smell, sensory language sensation through the recipient's senses of motion stimulation and feelings / emotions (Sturt et al., 2012). In approaching the NLP method, one must understand and apply the 4 main pillars of NLP namely outcomes, rapport, sensory acuity and flexibility (Dove, 2004).

**O**utcome can be interpreted that someone in communication must understand the goals to be achieved and how to achieve these goals (Pensieri, 2013). Before starting a communication, first identify the desired goal or end result such as talking about what, conveying what message, whether the message delivered is true and useful for the interlocutor. Full understanding of the results you want to get greatly helps the process of achieving communication goals (Tijani-Eniola, 2016). Good communication is when interactions are meaningful and directed (Matusitz, Breen, Zhang, & Seblega, 2013).

**R**apport is about approaching when interacting by respecting and accepting others (Dove, 2004). The approach can be verbal or nonverbal. The result of the approach taken is the establishment of a trusting relationship. Fostering a trusting relationship begins with the nurse at the introductory stage or orientation with the patient (Liljeroos, Snellman, & Ekstedt, 2011). Trust is the core of effective communication (Wood, 2006). One way to build trust is to follow the other person, for example by equating body language, breathing patterns, smile, eye contact, empathy and good intentions from nurses (Lang, 2012; Wood, 2006). If communicating creates a good relationship, communication will be easier and run smoothly (Matusitz et al., 2013).

**S**ensory acuity is the ability to use the five senses to observe other individuals carefully without certain assumptions or judgments beforehand so that individuals can give a maximum rapport response (Micciche & Lancaster, 1989).

When communicating, a nurse must see the patient's response or response, both verbal and non-verbal responses (Caris-Verhallen et al., 1997). Sensory acuity includes skin color, body posture, breathing patterns, facial expressions (eyes and lips), and patient body movements (Tosey &

Mathison, 2010). By understanding the responses or responses of others through their verbal and non-verbal meanings and symbols, we can be involved in significant communication (Matusitz et al., 2013). Situations and conditions when communicating are also important aspects. A conducive environment can help the other person feel calm and focus on what is being said (Harwood et al., 2012). Flexibility is about determining the choice of methods used in communication (Dove, 2004). Flexibility is needed by nurses to achieve the desired end result (Thompson, Courtney, & Dickson, 2002). Flexibility can be done in choosing words, sentences, and ways of delivering them (Weirather, 2010). Nurses are required to be able to adjust how to communicate according to the needs and abilities of patients. The way to communicate with elderly patients is different from communicating with adult patients. Cognitive disorders in the elderly require communicators to slow down interactions and remain patient (Weirather, 2010). In interacting also requires repetition and use of appropriate language (Bigley et al., 2010; Hummert et al., 1992). The use of the same language and easy to understand will facilitate communication (Wang et al., 2013). This is because the biggest obstacle in communicating is language (Lang, 2012). A person can feel motivated, bored, ready to learn, ready to change behavior, indifferent just by listening to words because the words spoken have the ability to evoke strong emotions and actions (Bashir & Ghani, 2012). In addition, the way to communicate in communication must also be considered. In order to avoid boredom in patients who can be modified by using attractive media such as leaflets, powerpoint or by direct practice (Dixon, Parr, Yarbrough, & Rathael, 2010).

NLP has been widely used in communication approaches by health practitioners (Pensieri, 2013). In a previous study conducted by Sturt et al (2012) entitled "Neuro-linguistic Programming: A Systematic Review of Effects on Health Outcomes" found the influence of behavior change in patients with an approach taken by health practitioners using the NLP technique. Furthermore Pensieri (2013) through his research entitled "Neuro-linguistic Programming In Health: An Analysis of Literature" suggested that NLP can

be used by health practitioners in communicating with patients as a therapy for patients.

## **METHODOLOGY**

### **Design study**

This research is a qualitative study using a case study method. With this method, researchers observe and analyze how nurses communicate patterns to elderly patients through the NLP approach.

### **Sample**

The sample selection technique used was purposive sampling by selecting 3 nurses who served in prolanis activities in Batu Ke'de Village from January to June 2018 from the existing 6 nurses while the elderly group observed was the elderly group in Batu Ke'de Village numbered 15 people.

### **Settings**

This research was conducted on Prolanis activities in the Masalle Community Health Center work area, namely Batu ke'de village, Masalle Subdistrict, Enrekang District, South Sulawesi Province from 12 January to 15 June 2018. Researchers participated in prolanis activities carried out every month by health center staff consisting of doctors and nurse. Data obtained from observations of researchers and using interview techniques for nurses and elderly patients. The researcher observed the interactions that took place at each meeting and conducted interviews with respondents at the sixth meeting in June.

### **Data analysis**

The results of the study were then analyzed using interactive analysis techniques from Miles and Huberman, where the location of the analysis consisted of three components, namely data reduction, data presentation, and data withdrawal and conclusion.

### **Ethical consideration**

Before interviewing the subject of the study, first, sign an informed consent. The confidentiality is guaranteed anonymously by encoding all data names and codes stored separately. Participants were told that they could reject any questions and could stop the interview at any time.



## RESULTS AND DISCUSSION

### Respondents data

Demographic data collected shows that the majority (67%) of the age of respondents are above 65 years. Most (73%) of the sample were women. The majority of patients suffer from hypertension (73%). Regional languages are the languages that are more widely understood (53%). Although there are those who experience communication barriers in speaking and listening but 53% are still normal

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**Tabel 1. Characteristics of Patient (n=15)**

| Characteristics       | Categories                     | Frequency | Percent |
|-----------------------|--------------------------------|-----------|---------|
| Age                   | 45-65                          | 5         | 33%     |
|                       | >65                            | 10        | 67%     |
| Sex                   | Man                            | 4         | 27%     |
|                       | Woman                          | 11        | 73%     |
| Illness               | Diabetes                       | 2         | 13%     |
|                       | Hypertension                   | 11        | 73%     |
|                       | Post stroke                    | 4         | 27%     |
|                       | Cardiomegaly                   | 1         | 7%      |
|                       | Dyslipidemia                   | 6         | 40%     |
| Language skill        | Regional language              | 8         | 53%     |
|                       | Indonesian + Regional language | 7         | 47%     |
| Communication ability | Normal                         | 8         | 53%     |
|                       | Difficulty in speaking         | 2         | 13%     |
|                       | Hearing loss                   | 5         | 33%     |

The majority of nurses who were respondents in this study were women (83%) with ages between 25 and 45 years (83%). Dominant expert education level (67%) while nurses' language skills are 100% able to speak Indonesian and regional languages.

**Tabel 2. Characteristics of Nurses (n=6)**

| Characteristics | Categories        | Frequency | Percent |
|-----------------|-------------------|-----------|---------|
| Age             | 25-45             | 5         | 83%     |
|                 | >45               | 1         | 17%     |
| Sex             | Man               | 1         | 17%     |
|                 | Woman             | 5         | 83%     |
| Education       | Undergraduate     | 2         | 33%     |
|                 | Expert            | 4         | 67%     |
| Language skill  | Indonesian        | 6         | 100%    |
|                 | Regional language | 6         | 100%    |

### **NLP pillars:**

Good communication has an impact on the patient's psychological condition (Street, Makoul, Arora, & Epstein, 2009). Communication can help reduce anxiety experienced by patients (Lang, 2012; Street et al., 2009). Neuro-linguistic programming can be used to influence a person's mindset which can cause changes in a person's behavior patterns. One technique that can be used by nurses is persuasive techniques. In applying persuasive techniques using the NLP approach, nurses are required to be able to understand and implement 4 NLP pillars, namely: outcomes, flexibility, sensory acuity, and rapport.

### **Outcome**

Nurses before interacting with patients must first understand the goals to be achieved. A nurse explained that "my friend and I are aware of doing prolanis activities to increase the awareness of the elderly to live a healthy lifestyle so that it will focus on how the elderly can change their mindset and apply healthy lifestyles in their daily lives by paying attention to nutrition, physical activity and routinely check themselves

into health services" (N1). By understanding the objectives to be achieved, the nurse is able to determine what material will be delivered. This can be seen from "we prepared and mastered the material first" (N5), "... using Indonesian Language" (N2), "the topic of counseling was changed every meeting according to the needs of the elderly" (N6). The output of understanding the purpose of the activity is to make it easier for nurses to interact with patients and the expected goals can also be achieved. An elderly person said "I was able to understand what the nurses and doctors said" (P1), "I have limited the intake of sugar and salt according to the recommended diet" (P6), "I want to be healthy, so I have to change" (P10).

Researchers see conditions when nurses interact with patients where communication runs smoothly. At the beginning of the interaction preceded by the delivery of material to be delivered. Next, the nurse explained the counseling material using the local language. The nurse mastered the material presented and the patient understood so that the nurse was able to direct the elderly to the purpose of communication, namely changing patterns of thinking about a healthy lifestyle so that it motivated to apply it.

Based on the above analysis it can be concluded that nurses have fulfilled the NLP pillar which is an outcome in interacting with elderly patients. By understanding the purpose of communication, nurses are able to change the patterns of thought and behavior of the elderly by providing appropriate material and interesting and easy to convey delivery method.

Before starting communication, the nurse first identifies the communication objectives, what material will be delivered and how to deliver it (Tijani-Eniola, 2016). The nurse is able to determine the material to be submitted and how to convey the material both in terms of patience, language and methods to be used (Wang et al., 2013). By applying the NLP principle, namely by determining the goal first it is easier for nurses to communicate with the elderly so that the communication process runs smoothly and directed (Fridriksson et al., 2006).

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This research is in line with the research conducted by Pensieri (2013) where when the nurse truly understands the final results of the communication made, he can easily direct all communication to the final results. Nurses' understanding of the final results also helps in identifying the effectiveness of communication, whether getting closer or distancing from the desired results (Bashir & Ghani, 2012).

### **Rapport**

Based on the results of interviews with nurses, information was obtained that "what is done during the orientation phase with the patient is asking about the patient, introducing themselves, asking the patient for approval, contracting time and place of interaction to foster a trusting relationship with the patient" (N3). Fostering a trusting relationship is fundamental in carrying out persuasive techniques to patients. a nurse said that "sometimes there is a difference in the response of patients who have known officers and those who do not know the officer especially if the interaction exceeds the time contract that we agree on, patients are sometimes bored and anxious" (N1). Besides through verbal communication, nurses can maintain eye contact and still smiling to patients while communicating. By maximizing the verbal and nonverbal communication skills of the nurse, the patient's trust can be obtained so that the patient will be more open to complaints and problems faced by the elderly in making a healthy lifestyle. This can be seen from the words of one elderly person "when I speak, nurses really pay attention to what I say so I feel happy to tell complaints that I often experience" (P2). Some say that "I feel happy if at the beginning of the meeting we shake hands, ask how we are, always smile and are willing to listen to our complaints" (P3).

From the observations of researchers, nurses are able to foster trusting relationships with patients. This can be seen from the number of visits each prolanis activity increases as well as the number of visits in health services and patient compliance with the diet in accordance with the disease suffered and the willingness to always do elderly gymnastics, especially during prolanist activities. To foster a trusting relationship with the elderly, nurses maximize verbal and

nonverbal communication. The nurses showed empathy and said manners so that the elderly also felt valued. In addition, when interacting with the elderly the nurse pays attention to the distance from the patient, the body posture occasionally bends, always smiles, maintains eye contact and does not fold their arms.

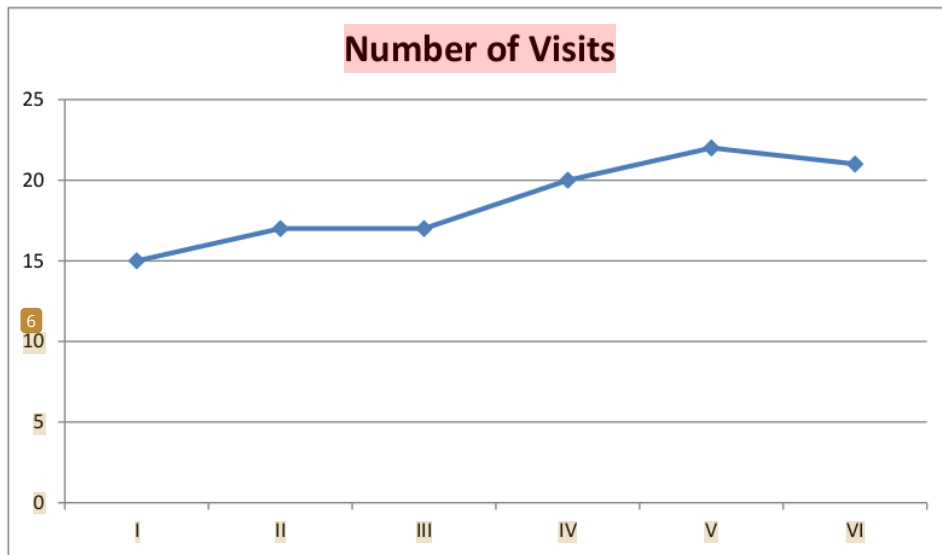


Figure 1. Number of Visits

Based on the above analysis it can be concluded that by fostering a trusting relationship with patients, persuasion techniques can be done well. The patient will feel happy and willing to follow the advice given by the nurse. Thus the purpose of the interaction can be achieved.

Nurses begin to foster a trusting relationship when the introductory stage with patients until communication is completed both verbally and non-verbally (Ahmad, 2014; Liljeroos et al., 2011). This research is supported by research conducted by Wood (2006), which on building trust with patients can be done by maintaining eye contact, still smiling, adjusting posture and body movements.

Showing polite and courteous attitudes is also very influential in fostering a trusting relationship especially because the interlocutor of the nurse is an elderly person (Ahmad, 2014; Kourkouta & Papathanasiou, 2014). In

addition, with trust and honesty, communication will be easier to do and the information delivered will be more easily accepted by listeners (Kourkosta & Papathanasiou, 2014; Matusitz et al., 2013). A good relationship and mutual trust between patients and nurses will help in the effort to provide the best nursing care (Ahmad, 2014).

When the patient has trusted the nurse, the patient will explain openly and in detail, the information needed by the patient and vice versa the patient will be closed when not feeling safe and comfortable with the nurse. Another thing that is considered by nurses is trying to create a conducive environment when interacting with patients. Noting the environmental conditions also greatly affects the concentration of patients, especially the elderly. Elderly patients in general experience a decline in cognitive abilities, making it difficult to understand. A noisy environment will aggravate the communication with patients (Harwood et al., 2012; Passalacqua & Harwood, 2012).

The results of the study showed that applying the NLP principle of building trust in communication it would facilitate nurses in communicating with the elderly and the purpose of the communication was achieved.

### **Sensory acuity**

Sensory acuity is the ability to use the five senses to observe other individuals carefully without certain assumptions or judgments beforehand so that individuals can provide a response with maximum rapport. From the results of observation of researchers, nurses have been able to assess the patient's response when communicating. This can be seen when there are patients who feel embarrassed, bored, sleepy, happy or disagree with the nurse, the nurse is able to respond to this.

Based on the results of interviews with nurses, information was obtained that nurses had been able to assess the patient's response seen in the nurses' statement that "in patients who are bored listening to the information delivered will show a flat expression, eye contact is less and seems nervous" (N5). The nurse's ability was also supported by the patient's statement that "when I disagreed with what was revealed by the nurse I put on a sullen look but the nurse

was able to see it and asked my opinion about diet information that I should do as a person with diabetes and hypertension" (N1). This was also reinforced by the recognition of other patients that "nurses were very much on guard when they talked, when it was noisy they stopped talking and continued again when the situation was calm" (P4).

By looking at the response given by the patient, the nurse needs to respond to the response so that communication can continue smoothly. This can be done in various ways including "when I want to talk to an elderly person who looks down shyly, I touch the shoulder of the elderly then talk and nod softly when asking the patient to express his opinion" (N1) or "by maintaining eye contact and smiling while talking to patients, patients looking happy so that it also gives positive feedback" (N2).

From the analysis above it can be concluded that nurses have been able to assess and overcome patient responses both verbally and non-verbally. This capability supports the smooth communication that is carried out.

The main goal in effective communication is one's ability to interpret messages and respond appropriately. Nurses are required to be able to be good listeners and observers (Ahmad, 2014). In interacting, patients are the main focus of nurses (Wang et al., 2013). Nurses must be able to assess and respond to patient responses both verbally and non-verbally. When the nurse is unable to assess the patient's response, the communication that occurs will be disrupted. The nurse will be busy talking while the patient will be busy also with his own thoughts and no longer focus on listening to the information provided. This results in the communication objectives not being achieved optimally. In responding to patients, nurses can use touch to provide peace of mind and hope for patients (Ahmad, 2014). In addition, creating a conducive environment when communicating is also important. Noise can interfere with a patient's concentration (Harwood et al., 2012; Passalacqua & Harwood, 2012). This research is supported by the research of Matusitz et al (2013) where if someone understands the other's response through verbal and nonverbal symbols,

significant communication can be created so that the message can be conveyed well.

The results of this study indicate that by applying the NLP principle, namely sensory acuity or the ability of nurses to assess the response of the elderly to make the process of communicating nurses with the elderly smoothly.

### **Flexibility**

Based on the observations of researchers, flexibility has been applied by nurses when communicating with patients by making changes in communication methods if they encounter obstacles in communication. From the interview results, information is obtained that flexibility can be done by evaluating and then replacing with another method that is more effective. This can be seen from the nurse's statement "every time we finish giving education and motivation, we evaluate how the understanding and desires of the elderly to want to change. If they give a response that is not as expected, we repeat and change the communication style that we do. For example, we invite patients to be diligent in exercising but patients respond for many reasons, so we practice elderly gymnastics directly after giving counseling" (N3). Other nurses also revealed that flexibility can be done by making media and methods of communication as revealed by nurses that "to attract the attention of my elderly people using power points, leaflets and each meeting interspersed with various types of elderly gymnastics" (N6). The same thing was also proven that "in the discussion, I gave appreciation to the answers given by the patient as well as when asking patients to demonstrate elderly exercise" (N5). In addition, flexibility can be done by giving a concrete example as revealed by the nurse that "as a role model and initial step in promoting to the elderly about healthy food intake we provide healthy food such as boiled corn, boiled yams, or fruits and water white at each prolanis meeting " (N1).

The implementation of flexibility carried out by nurses was also reinforced by the patient's statement that "my friends and i were happy to come to Prolanis because the officers carried out counseling in a fun way especially the gymnastics" (P4), "the officers were not bored repeating the



explanations given and were very helpful because I have a little difficulty in understanding the information " (P2). By applying the flexibility pillar, the communication carried out is closer to the goal to be achieved. This can be seen from the expression of a patient that "I got a gift from the nurse because I have been diligent in participating in prolanis and routinely going to the public health centre for control so that other friends also begin to come and control the Public Health Centre" (P5).

Based on the analysis above, it can be concluded that nurses have been able to apply flexibility pillars. This supports the smooth communication and brings closer to the desired end result of the interaction carried out.

Nurses use language that is easily understood by the elderly and uses various media in delivering material. By using a language that is understood by the elderly, it will make it easier for the elderly to understand the decline in cognitive abilities (Bigley et al., 2010). Providing examples both directly and through image, media can attract the interest of the elderly and also reduce the misunderstanding of the information provided (Bigley et al., 2010; Dixon et al., 2010; Hummert et al., 1992). Doing repetition of information and slowing down interactions greatly helps the elderly to understand the information given regarding the decline in cognitive function experienced by the elderly (Weirather, 2010). Furthermore, at the end of the interaction with the patient, the nurse evaluates the patient's understanding of the information provided, the wishes and application of the patient to change the behavior towards a healthy lifestyle in everyday life. Evaluation is needed to review the level of success of communication and determine improvement plans if the purpose of communication has not been successful (Tijani-Eniola, 2016). This is in line with the research conducted by Pensieri (2013) that flexibility is needed because sometimes the communication method used does not work as expected so that in order to achieve the desired end result, individuals need to change their communication strategies.

The results showed that by applying the NLP principle namely flexibility, barriers encountered by nurses in communication can be reduced and the information

conveyed can also be well received by the elderly so that there is a change in mindset patterns and behavior patterns of the elderly to lead a healthy lifestyle.

## **CONCLUSION**

In improving the health status of the community, especially the elderly, nurses act as educators and motivators. Nurses are required to have good communication skills so that the message delivered can be well received by the elderly. Communication in nursing plays an important role that is used in each stage of the nursing care process. One method used by nurses in communicating with patients is the NLP approach. NLP has been widely used by health practitioners in carrying out communication approaches to patients. In order for patients to be able to receive information and want to change their behavior according to what is expected, nurses need to master the 4 main pillars of NLP, namely outcomes, rapport, sensory acuity, and flexibility. Outcome is the nurse must know the goals to be achieved before interacting with the elderly so that communication becomes more directed. Rapport is the establishment of a trusting relationship between nurses and patients that can be done since the orientation phase begins. Rapport is important so that patients are open in providing health information. Sensory acuity is related to the ability of nurses to respond to verbal and non-verbal reactions that always occur throughout the interaction. Whereas flexibility is the choice of the communication method used. This can be achieved by nurses evaluating the success of the communication made after the interaction so that if there is a discrepancy the nurse will change the style of communication that is carried out. Thus the NLP method can be used by nurses as one of the communication methods in fostering relationships of mutual trust and educating elderly patients by paying attention to the four main pillars, namely outcome, rapport, sensory acuity, and flexibility.

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