

**THE RELATIONSHIP OF RESPONSE TIME AND THERAPEUTIC  
COMMUNICATION CAPABILITY OF NURSES ON PATIENT SATISFACTION IN  
THE IGD OF LAVALETTE HOSPITAL MALANG.**

Imelda Aqhna Ariyani

Imam Subekti, S.Kp., M.Kep., Sp. Kom

Sulastyawati, S. Kep., Ns., M.Kep

**ABSTRACT**

The length of service received and ineffective nurse communication are often a source of patient and family dissatisfaction with hospital services, especially in the hospital emergency room. In the emergency room at Lavalette Hospital itself, the Emergency Severity Index (ESI) triage system is used, which aims to regulate patient circulation and at the same time regulate the maximum time needed for patients to wait for treatment so that disability and death can be prevented. This study aims to determine the relationship between response time and nurses' therapeutic communication skills on patient satisfaction. This research method uses cross sectional. Non-probability sampling or accidental sampling technique with the Spearman-rho statistical test and multiple linear regression. The total research sample was 92 respondents. This research instrument uses observation sheets and questionnaires. The results of the Spearman-rho analysis obtained values ( $p\text{-value } 0.000 < \alpha = 0.05$ ) and. The results of multiple linear regression analysis obtained a value of ( $p\text{-value} = 0.000 < \alpha = 0.05$ ) and ( $r\text{-square} = 0.745$ ) so it can be concluded that there is a relationship between response time and nurse therapeutic communication on patient satisfaction. Suggestion: It is hoped that the response time and therapeutic communication skills of nurses should be maintained and improved in carrying out the care process and preventing problems from arising that could impact patient satisfaction.

**Key words: response time, therapeutic communication, patient satisfaction.**