Humanizing Patients with a Holistic Care Approach to Improve their Psycho-Social-Spiritual Conditions

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Humanizing Patients with a Holistic Care Approach to Improve their Psycho-Social-Spiritual Conditions

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Abstract: The purpose of this study is to describe the process of spiritual guidance by implementing Holistic Health Care services performed by Bina Rohani officers in improving the patient's psycho-social-spiritual health. This qualitative research applied a descriptive analysis approach. Data collection techniques in this study were carried out by observation, in-depth interviews, and document review. The results of this study show that Bina Rohani plays a role in improving the psycho-social-spiritual health of patients side by side with nursing assessments using Holistic Health Care services. This is evidenced by positive changes in patients who experience problems in the psycho-social-spiritual aspect so that patients can worship, pray and read verses, have a feeling of peace, accept illness, and be ready to return to society without feeling inferior. The process of implementing spiritual guidance with Holistic Health Care services is carried out by spiritual development officers based on established Standard Operating Procedures (SOP).

Keywords: Holistic, Health, Care, Psychology, Spiritual
A. Introduction

One of the basic things that humans need is health, as seen from the large number of patients who come to health services to get care and treatment (Amalia Saleh et al., 2012). Problems in a person, especially those tested by illness, have a multi-faceted impact on their life, both with their sick physical condition, psychologically shaken, and changes in the spiritual aspect. In addition, the death or loss of someone you love also strengthens self-shocks, resulting in self-problems such as stress, depression, anxiety disorder, and so on.

Mental health is one of the discussions in the world of health that supports a person, both psychologically and mentally. According to Dr. Jalaluddin in his book “Psychology of Religion,” mental health is a state of mind that is peaceful, calm, and safe. An effort to find inner peace can be made by means of self-adjustment in resignation, by surrendering oneself completely to God (Ariadi, 2019). For humans, mental health is very important, and a healthy person is not only seen from the physical but also from other aspects, such as psychological, social, and spiritual conditions (Oktafia Hasanah & Tiara Haziz, 2021). Diseases in the present time are very complex. Various treatments and healing methods are not enough with medical treatment because the problems that arise from illness are not only physical but psychological aspects, such as anxiety disorders, anxiety, hopelessness, stress, and inability to accept the illness.

In the book of the tabligh assembly and general health service council of PP Muhammadiyah (2015), Holistic Health Care is an effort to heal patients by paying attention to psychological and spiritual aspects in patients apart from being accompanied by physical aspects, this is done to realize integrated health services/kaafah covering physical, psychological, spiritual and social aspects (Hernani & Sagiran, 2019). The holistic approach method can be used by examining the spiritual aspects in order to understand the client's spiritual health and identify his spiritual needs (Khoiriyati, 2008). In a holistic approach, one of the focuses of the approach is on the spiritual aspect. Understanding and knowing the patient's spiritual health is one of the indicators is having meaning and purpose in life so that it can be identified that the person's spiritual needs are met.

According to Dai & Wang (2015), the basic function of the family system is to provide appropriate environmental conditions for each family member so that the physical, psychological, and social aspects can develop for all family members (Herawati et al., 2020). Several indicators supporting one's health can be obtained from social factors, namely the surrounding environment, such as family, full support from loved ones, and proof of love so that patients can rise and recover from their illness. Environmental factors are very influential in supporting one's health, as seen in how to interact with other people and forms of support from the social environment.

In Indonesia, according to data from Riskesdas in 2007, 1,740,000 adults starting at age 15 experienced mental disorders in terms of anxiety and depression disorders, 11.6% or around 19 million people. In contrast, patients with severe mental disorders amounted to 0.46% or around 1 million population. Primary, secondary, and tertiary health services and facilities are less than 90%. There is a lack of availability for a large number of sufferers. This shows that less than 10% of people with mental health problems are served in health facilities. Then the loss caused
by mental health problems reached IDR 20T is greater than other health problems (Putri et al., 2015).

Based on these data, non-medical problems are a shared responsibility, and their development must be considered. Psychiatric disorders are not only ODGJ (people with mental disorders) or schizophrenia, but anxiety, depression, worry, excessive despair, and feeling that life is not fair also include psychiatric disorders, which means there are problems in their psychological state. Thus, it requires handling and attention from the people around them.

Someone who comes to the hospital does not only experience medical problems, but some problems cause a person to get physical illnesses such as psychological, social, and spiritual conditions. The cause of the pain can be due to several factors, such as stress at work, family problems, economic factors, and relationships with family. So that in this case, there is a need for assistance by experts such as Spiritual Development to assist in strengthening religion which is a spiritual, social, and psychological need for the patient.

Islamic spiritual development is one that the clinical staff in hospitals must carry out based on professionalism (Taufiqurrahman et al., 2015). One of the tasks of Islamic spiritual development in the process of spiritual guidance is to prioritize aspects of religiosity in medical services. Among them, patients can be treated physically in addition to the diagnosis of religious disorders and then followed up with various therapies. Aspects of handling the religious aspect provided include inviting and guiding patients and their families to always dhikr, pray in addition to endeavor, then have complete trust in Allah, guide and guide prayer and worship (procedures for praying when sick and tayammum), helping to prepare before mentally and after surgery and reminding of prayers, thus included in the process of spiritual guidance.

PKU Muhammadiyah Yogyakarta Hospital has one of the superior services related to psycho-socio-spiritual, known as Holistic Health care or Psycho-Social-Spiritual Health Services. Services that seek patient healing focus on psychological, social, and spiritual aspects in addition to physical or medical aspects. This is done as a form of kaffah-integrated health services (Taufiqurrahman et al., 2015). Services that are integrated and involve several health workers, such as doctors, nurses, and clergy, in seeking health for patients. Positive conditions that need to be built in patients are spiritual and psychological aspects, such as growing the belief that only Allah is the Most Healing and reducing patients from trauma and stress, as well as negative conditions that cause obstacles to healing.

In assisting the patient's healing process apart from medical treatment is Holistic Health Care, a unified health service system that focuses on the patient's psychological, social and spiritual aspects. With the hope that the patient can obtain a healthy and meaningful life and that the patient's psychological, social and religious needs are met. The holistic definition is an acknowledgment of an individual's bond with their environment, not only in biomedical aspects but also in biological and psychological aspects (Wright et al., 2016). Thus, it is hoped that all health services in hospitals can understand that humans are bio-psycho-social-spiritual beings so that health workers can change their perceptions in providing services to patients and give the position that patients are noble and whole human beings so that services with a holistic approach Holistic Health Care can be implemented in all hospital services and can be implemented properly (Hernani & Sagiran, 2019).
Accordingly, this research focused on the Bina Rohani health workers whose role was to provide Holistic Health Care services in improving health in the psychological, social, and spiritual aspects of patients at PKU Muhammadiyah Yogyakarta Hospital. This study aims to describe the process of spiritual guidance by applying Holistic Health Care services by Bina Rohani officers to improve the patient's psycho-social-spiritual health.

B. Method

This research was conducted using a descriptive qualitative approach, a type of field research. The research subjects were three PKU Muhammadiyah Yogyakarta Hospital visitors, consisting of one patient and two patients' families. Subsequently, the research procedure resulted in data that describes the real situation in the form of details in written and oral data from the observation. This research applied a qualitative method approach because this research theme requires intensive interaction with research subjects, so the research can obtain ‘natural’ data (Ismail, 2015). Also, the provided data were rational and realistic, especially in describing the process of spiritual guidance with the application of Holistic Health Care services carried out by Bina Rohani officers in improving the psycho-social-spiritual health of patients at PKU Muhammadiyah Hospital Yogyakarta.

In this research, there were research steps, including preparation before going to the field, when in the field, and data processing. Research preparation included preparing research designs, exploring the field, assessing field conditions, selecting and utilizing informants, and preparing research instruments. When in the field, the steps were understanding and entering the field, and collecting data. Data processing was through editing, coding, and meaning or interpreting the data.

The data collection techniques in this study were in the form of observations, in-depth interviews, and documentation. The observation was conducted by direct observations of patients, patient families, and clerical officers. In-depth interviews were conducted with one patient and two patients’ families. Documentation was done by using data from records from the Bina Rohani Islam unit, which were not obtained during observations and interviews, to complete the research and find the alignment between the records and the results of the interviews.

Since research credibility is necessary, several methods are carried out, such as optimizing research time, triangulation, accuracy in operational concepts, and proof with assistive devices in the form of field notes and voice recorders. Data analysis was done by editing and data coding based on the focus of the research problem according to the domains to be analyzed and the meaning/interpretation of the data through connecting, comparing and describing data to give meaning according to the focus of the problem. Giving meaning was also carried out by conceptualizing scientific statements for the research conclusions.

C. Results and Discussion

Holistic Health Care services are a form of patient healing efforts focusing on psychological and spiritual aspects in addition to medical/physical treatment. This health
service provides a complete service that includes physical, psychological, social, and spiritual aspects (Muhammadiyah, 2015). All aspects of society's needs, such as physical, psychological, and spiritual, are the main concern. Thus, holistic health is a concept in medical practice that supports these aspects. With Holistic Health Care health services, health services have positive perspectives and behaviors oriented to the psycho-social-spiritual aspects of patients because human needs cover all physical/biological, psychological, social, and spiritual issues.

The purpose of implementing Holistic Health Care is to obtain an overview of the patient's psycho-social-spiritual problems at the initial assessment. Obtain information about the background of the causes of psycho-social-spiritual problems experienced by patients. Obtain information from the analysis of the relationship between the psycho-social-spiritual aspect of the patient and the physical illness he is suffering from. Obtain aspects of therapy and care to develop treatment plans and psycho-social-spiritual care for sufferers (Muhammadiyah, 2015).

The spiritual guidance process uses the Holistic Health Care method, namely conducting an initial assessment using a Holistic Health Care (HHC) sheet. Inside the sheet is a record of interviews and observations conducted by hospital medical staff, namely nurses, and Islamic spiritual development since the patient entered the hospital. This is done based on the aim of providing spiritual guidance services, including psychological, social, and spiritual aspects, to patients. The procedure for filling out the Holistic Health Care sheet is as follows:

1. Patient Identity
   Patient identification includes Name, No. MR, Date of Birth, Room, Medical Diagnosis, Date of Initial Assessment, and Time of Assessment.

2. Initial Assessment
   Patient Acceptance and Obedience (Spiritual) Description:
   Analysis of the patient's condition by providing a score taken based on the results of the interviews and observations that have been made.

   This includes:
   **Acceptance**
   a. What is the patient’s view of the illness?
   b. How does the patient feel about pain?
   c. How does the patient view the future?
   After completing the initial assessment, the scores are totaled, then tick (√), if:
   a. Score 3-8 : √ Negative acceptance
   b. Score 9-12: √ Positive acceptance

   **Obedience**
   a. How are the patient’s prayers during health and illness?
   b. What can help the patient’s recovery?
   c. What is the meaning of religion for the patient?
   After completing the initial assessment, the scores are totaled, then tick (√), if:
   c. Score 3-8 : √ Negative acceptance
   d. Score 9-12: √ Positive acceptance
Description/additional information:
Fill it in if there is any information beyond what was asked, such as the patient's psychological condition, unable to pray while lying down, etc.

3. Determining the Initial Assessment Patient Category Analysis

Table 1. Initial Assessment

<table>
<thead>
<tr>
<th>Acceptance (-)</th>
<th>Obedience (⁻)</th>
<th>Obedience (⁺)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SORROW (S)</td>
<td>REVIVE (R)</td>
<td></td>
</tr>
<tr>
<td>GUIDE (G)</td>
<td>NIRVANA (N)</td>
<td></td>
</tr>
</tbody>
</table>

Description:

a. **Sorrow (S):** Acceptance (-), Obedient (-)

   Patients who experience problems in psychological appreciation (Acceptance) and spiritual (Obedience)

b. **Guide (G):** Acceptance (+), Obedient (-)

   The patient does not experience problems in the psychological aspect of appreciation (Acceptance), but experiences problems in his Spiritual (Obedience)

c. **Revive (R):** Bangkit: Acceptance (-), Obedient (+)

   Patients experience problems in the psychological aspect of appreciation (Acceptance) and do not experience spiritual problems (Obedience)

d. **Nirvana (N):** Acceptance (+), Obedient (+)

   The patient does not experience problems in the psychological aspect of appreciation (Acceptance) and does not experience spiritual problems (Obedience)

4. Determine Patient Treatment/Intervention

Choose the intervention to be carried out by ticking (√) in the box by looking at the instructions below:

a. Relaxation
b. Strengthening motivation
c. Develop self-awareness
d. Guidance of worship
e. Prayer motivation
f. Studying the material

Table 2. Intervention Instructions and Analysis Information

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sorrow</td>
<td></td>
<td>√</td>
<td></td>
<td>√</td>
<td></td>
<td>√</td>
<td>Patients who experience problems in aspects of psychological appreciation (Acceptance) and spiritual (Obedience)</td>
</tr>
<tr>
<td>Guide</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>√</td>
<td>√</td>
<td>The patient does not experience problems in terms of psychological appreciation (Acceptance) but experiences spiritual problems (Obedience)</td>
</tr>
</tbody>
</table>
Patients experience problems in the psychological aspect of appreciation (Acceptance) and do not experience spiritual problems (Obedience)

The patient does not experience problems in terms of psychological appreciation (Acceptance) and does not experience spiritual problems (Obedience)

The benefits of implementing Holistic Health Care services include (Muhammadiyah, 2015):

a. The patient's religious needs and responsibilities are fulfilled.

b. Self-potential in patients can be used effectively.

c. Build the dynamics of interpersonal relationships.

d. Patients are able to actualize themselves and increase their value.

e. Patients get a meaningful and healthier life.

The USP Manager of Bina Rohani Islam stated that Holistic Health Care services are health services that provide healing efforts for patients from spiritual, social, and psychological aspects. All activities and services provided contain Islamic spiritual values and use psychological approaches. The Holistic Health Care system is a unified system that works together between three units: the admissions unit as data entry for incoming patients, the nursing unit in charge of conducting patient assessments, and the Islamic Spiritual Development Unit, providing intervention after receiving an assessment from the nurse. The Holistic Health Care system is an integral part of the unit, so it requires cooperation and interrelationship with one another.

Holistic healthcare service methods can be understood and applied by health workers, namely medical personnel (doctors), paramedics (nurses/midwives), and spiritual mentors because the holistic concept is a service that implements all aspects needed by individuals while still paying attention to all aspects from a physical, psychological, social, and spiritual perspective (Hernani & Sagiran, 2019).

The process of spiritual guidance by implementing Holistic Health Care services carried out by Bina Rohani officers in improving the psycho-social-spiritual health of patients is proven based on the results of interviews with 3 research subjects. One of them stated that after the patient was given Holistic Health Care services, it impacted change, especially on the spiritual aspects of worship. The patient subject experienced a serious illness, namely lung cancer, which he had suffered for more than one year. After the initial assessment was carried out based on the HHC method, the patient was included in the Guide category. Accordingly, the patient did not experience problems in the psychological aspect of appreciation (Acceptance) but experienced spiritual problems (Obedient). Therefore, interventions were carried out in the form of worship guidance, prayer motivation, and studying material. After being given the intervention, the patient feels calm, remains enthusiastic and happy every time he is prayed for, and is given guidance, such as guidance to keep praying during illness given by an Islamic spiritual development officer. This data is the result of interviews with patient A who is being treated at the

<table>
<thead>
<tr>
<th>Revive</th>
<th>√</th>
<th>√</th>
<th>Patients experience problems in the psychological aspect of appreciation (Acceptance) and do not experience spiritual problems (Obedience)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nirvana</td>
<td>√</td>
<td></td>
<td>The patient does not experience problems in terms of psychological appreciation (Acceptance) and does not experience spiritual problems (Obedience)</td>
</tr>
</tbody>
</table>
Marwah ward. There were positive changes after receiving compensation from Bina Rohani officers.

Based on the statements of patient B's family, after the initial assessment was carried out based on the HHC method, the patient was included in the Guide category. Namely, the patient did not experience problems in the psychological aspect of appreciation (Acceptance) but experienced spiritual problems (Obedience). Therefore, interventions were carried out in the form of worship guidance, prayer motivation, and material deepening. The patient's problem in the spiritual aspect is related to worship, namely prayer. The patient feels that it is inappropriate to pray because the patient looks dirty, so the patient does not perform the prayer, and the patient believes that Allah knows the patient's intentions and replaces the prayer with prayer. On this occasion, one of the patient's family, namely the patient's husband, asked for help from a spiritual development officer to advise and remind the patient so that the patient prays and changes the bad habits he is still doing. It is proved that there has been a change after spiritual guidance officers carried out spiritual guidance by intervening through the Holistic Health Care method in the form of motivational language and worship guidance by teaching prayers when sick.

Lastly, the statement was taken from patient C's family, namely the patient's husband, who helps with all the patient's needs and accompanies the patient while undergoing treatment, resting at home, undergoing therapy, and receiving treatment at the hospital. Patient C has spleen cancer, and it can be seen that the patient's face is swollen in the facial area around the eyes, cheeks, and throat, making it difficult for the patient to speak and communicate with other people. For some time, the patient looks restless and cries. The patient feels sad about the pain he is experiencing and requires psychological assistance from an Islamic spiritual development officer. After the initial assessment was carried out based on the HHC method, the patient was included in the Revive category, namely patients experiencing problems in the psychological aspects of appreciation (Acceptance) and not experiencing spiritual problems (Obedience). Therefore, interventions are carried out in the form of relaxation and developing self-awareness. After receiving assistance from spiritual guidance, the patient looks calmer by being given dhikr relaxation and motivation to develop self-awareness.

The difference between this service and other services in the management of Holistic Health Care services is that it involves many elements in the hospital. In addition, Holistic Health Care services are able to show the patient's current condition both from the patient's psycho-social-spiritual elements so that health service providers can be optimal in providing therapy to patients.

The method used in holistic service is the duty and responsibility of a nurse and spiritual mentor. Some actions that are of concern in handling patient problems such as providing emotional support, social support in the form of attention from the people around, spiritual support, increasing comfort, increasing the patient's integrity and identity, physical treatment within the scope of care, effective coping (problem resolution) and adaptive. Psychosocial coping works effectively through support from the family, emotional support, information, good social relations, and facilities. Patients also need real touch and attention (Setiyarini, n.d.).

A holistic approach can be used to solve problems or diseases beyond medical treatment. Referring to a simple illness like a headache, if in medical treatment headache, medicine can be given, from a holistic health care perspective, it also pays attention to
lifestyle patterns. It may occur due to rest patterns, eating patterns, stress, and personal problems that have not been resolved, so they can trigger headaches. Therefore, psychical guidance and spiritual practices are necessary to generate self-motivation for a better and more balanced life.

D. Conclusions

The results of this study show that spiritual development plays a role in improving the psycho-social-spiritual health of patients by being given appropriate interventions alongside nursing assessments using Holistic Health Care services. It has been proven that there are positive changes for patients who experience problems in the psycho-social-spiritual aspect so that patients are able to worship, pray and read verses, have a feeling of peace, accept illness, and are ready to return to society without feeling inferior. The process of implementing spiritual guidance with Holistic Health Care services is carried out by spiritual development officers based on established Standard Operating Procedures (SOP). The success of Holistic Health Care services in improving patients' psychology, social, and spirituality is not only for spiritual officers but from all elements of service, the registration team, and nursing.

The suggestions for this research are:

1. The concept of Holistic Health Care is open to improvement, such as its values or even the technique of implementing the assessment.
2. This simple Holistic Health Care service can still be developed by integrating the E-Nursing Note/E-Doctor.
3. Holistic Health Care services can be fully integrated and integral to E-MR.
References


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Supplementary Material

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