Doctor's Therapeutic Communication in Healing Drug Users

[1]Nadra Ideyani Vita, [2]Nina Siti Salmaniah Siregar, [3]Maria Hotna Enjelina Hutabarat, [4]R. Drajatno Widi Utomo

[1,2,3]Communication Science Program, Faculty of Social and Political Sciences, Universitas Medan Area, Indonesia

[4]Magister on Product Design Program, Faculty of Art and Design, Universitas Trisakti, Indonesia

Email: nadravita@staff.uma.ac.id

Abstract

The background of this research is that the prevalence of drug use is always increasing. Then the National Narcotics Agency (BNN) to save by means of rehabilitation is divided into 2 forms, namely inpatient rehabilitation and outpatient rehabilitation. The North Sumatera Provincial Narcotics Agency (BNNP Sumut) is an outpatient rehabilitation center to foster drug users to have awareness and value behavior. The communication carried out in the outpatient rehabilitation of BNN is therapeutic communication. This study aims to determine the experience experienced by doctors in assisting the recovery of drug users at the Narcotics Agency of North Sumatera Province (BNNP Sumut) and to determine the communication process carried out by doctors in healing drug users. The researcher used descriptive method qualitative Sources of data for this study came from doctors and counselors at BNNP North Sumatera. Informants in this study amounted to seven people with a sampling technique that is purposive sampling. The research data were collected based on the collection techniques, namely observation and interviews. From this study, it is known that doctors find crucial factors that cause someone to use drugs, namely external factors (friends, relatives) and internal factors (family). This is also the basis for doctors in assisting clients to get out of their addictions by taking a therapeutic communication approach. The recovery process for drug users is carried out with therapeutic communication stages, namely the pre-interaction stage, orientation stage, work stage and termination stage.

Keywords: *Therapeutic Communication, Doctors, Rehabilitation of Drug Users*

Introduction

According to Indonesian Republic Law Number 22 of 1997, Narcotics is a substance or drugs made from plants or non plants, synthetic or even semi-synthetic that could cause addiction. Natcotics is a substance that causes loss of consciuousness, Hallucinations, Cause drowsiness or stimulating, also sensory sensitivity. Narcotics are beneficial as a pain killer drugs and also giving relief (bnn.go.id). Drug user is a person who uses or abuses narcotics in addictive state toward narcotics, Both physically and psychologically (Indonesia Narcotics Law No.35 of 2009, Article 1, Paragraph 13). In 2014, BNN (Indonesia Narcotics Agency) declare the year as the year to fight drug abuse. This was done as an active measure to curb the increasing trend of drug abuse, considering that the number of drug abusers tends to rise each year. The approach taken by the BNN was to establish Rehabilitation services.

Rehabilitation is a process of recovery or treatment. It also involves training in skills to help individuals stay away from narcotics. Before undergoing rehabilitation, an assessment

is necessary. The assessment result will determine the appropriate rehabilitation for the client. The rehabilitation process aims to prevent users from returning to drug abuse. There are two forms of rehabilitation services, namely inpatient and outpatient rehabilitation. Outpatient rehabilitation is usually carried out for 1-2 months, with 8 sessions. This issue is a serious problem in Indonesia. According to the Head of Indonesia Narcotics Agency (BNN), the prevalence of narcotics abuse in Indonesia has increased by 0.15%. In North Sumatra alone, the data on drug users has reached 1.5 million North Sumatra residents who have used drugs (Tribun Medan, 2022). The impact of drug abuse on an individual largely depends on the type of drugs used, the user's personality, and their situation. Generally, the impact of drug abuse can be seen in physical, psychological, and social aspects.

In the rehabilitation process, there is a form of communication known as therapeutic communication. Therapeutic communication is consciously planned communication aimed at helping patients recover (Mundakir, 2006). The communication is intended to develop the client's thoughts and self towards a more positive direction, which will eventually reduce the client's emotional burden in facing and making decisions about their health. Therapeutic communication involves both verbal and nonverbal communication. Verbal communication involves the direct exchange of messages with the client, using spoken or written language. Nonverbal communication is communication that is conveyed without words but through nonverbal cues.

The significance of therapeutic communication lies in its ability to aid clients in recovering from drug use. Doctors and counselors must establish a close relationship with clients, allowing them to understand the needs of the clients better. Openness and trust between doctors, counselors, and clients make it easier to comprehend the desires and hopes that can help the healing process. Besides the assistance of doctors and counselors, rehabilitation clients must also have motivation or support for recovery. This motivation needs to be ingrained within the client and accompanied by family support. The family, as the closest environment for the client, is also required to continuously support and encourage the treatment provided by doctors and counselors. narkobanya.

Studies such as Dadang Muliawan (2017) titled "Komunikasi Terapeutik Korban Penyalahgunaan Narkoba Melalui Tarekat (Therapeutic Communication of Drug Abuse Victims through Tarekat)", indicate that Inabah II Putri aims to bring drug abuse victims back to the path approved by Allah SWT by establishing religious-based rehabilitation centers, particularly adhering to the teachings of TQN PPS. Haerana (2016) in their study titled "Implementasi Kebijakan Rehabilitasi Pengguna Narkoba di Kota Makassar (Implementation of Drug User Rehabilitation Policy in Makassar City)" show that rehabilitation is the best place for drug users to recover physically, mentally, and socially. The implementation of the rehabilitation policy has been well-executed, as seen in the implementation of mandatory reporting intensification, provision of medical and social rehabilitation services for drug abusers, and the development of rehabilitation institutions capacity. Furthermore, the research conducted by Priyo Sasmito, Majadanlipah, Raihan, and Ernawati (2018) titled "Penerapan Teknik Komunikasi Terapeutik Perawat pada Pasien (Application of Therapeutic Communication Techniques by Nurses to Patients)" reveals a meaningful relationship between motivation and the application of therapeutic communication by nurses, with motivation being the mental driving force that directs patient behavior.

This study aims to explore doctors' experiences in accompanying the recovery of drug users in the National Narcotics Agency of North Sumatra Province and to understand the communication process used by doctors in the recovery of drug users.

Research Methodology

The research method used by the researcher is qualitative descriptive research. Qualitative research is a method that requires an in-depth understanding related to the object under study. The sampling of data sources was conducted through purposive sampling, data analysis is qualitative in nature, and the research results emphasize meaning rather than generalization. This study utilized two sources of data: primary data and secondary data. Data collection techniques employed in this research included interviews, observations, and documentation. To analyze the data, the researcher used the technique according to Miles and Huberman (Sugiyono, 2017), which involves data reduction, data display, and drawing conclusions. Triangulation, a technique to examine the validity of data from various sources and at different times, was utilized in this study. The research informants consisted of doctors, counselors, and patients. The researcher chose them as informants to gather various essential information related to the process of drug user recovery.

Results and Discussion

Doctor's Experiences In Assisting Clients

Experience is an event that an individual has undergone. Essentially, experiences are an integral part of human life. The results of the research conducted by the researcher indicate that doctors and counselors utilize empathy, creating a sense of safety and comfort for clients in outpatient rehabilitation at the North Sumatra Provincial National Narcotics Agency (BNNP), to gather more information about them. Doctors and counselors initiate communication by discussing the client's habits, interests, and desires, which indirectly provide insights into the clients.

From these experiences, doctors and counselors take actions to aid the recovery of rehabilitation clients by providing education and motivation. Clients are made aware and informed that drugs are not a solution to their problems. Throughout the journey of supporting the clients' recovery, doctors and counselors experience feelings of joy, sadness, and frustration. Joy arises when drug users experience positive changes and overcome their dependence on drugs. Sadness emerges when clients relapse during rehabilitation, and frustration arises when clients break agreements that have been made.

Based on the experiences of doctors and counselors, it can be concluded that a therapeutic communication approach is indeed crucial in supporting the recovery of drug user clients. During rehabilitation, clients gain knowledge and motivation. The intentions, sincerity, and support from doctors and counselors significantly influence changes in clients' behavior and mindset.

The Communication Process Conducted by Doctors

In the process of rehabilitating drug user clients, Therapy is essential during their time in rehabilitation. The counseling method is utilized at the outpatient rehabilitation center of the North Sumatra Provincial National Narcotics Agency (BNNP). The counseling method

employed by doctors and counselors for clients is closely related to therapeutic communication, which is crucial for effective communication.

The importance of therapeutic communication lies in its role in aiding clients' recovery from drug use. Therapeutic communication performed by doctors and counselors is based on the stages of therapeutic communication according to Stuart G.W in Samai (2008), which consists of four stages: the pre-interaction stage, orientation stage, working stage, and termination stage. The applied stages of therapeutic communication in outpatient rehabilitation at BNNP North Sumatra are as follows:

1. **Pre-Interaction Stage**

   This initial stage involves meeting with drug users. In this stage, doctors and counselors prepare themselves to get to know the client. Before entering the outpatient rehabilitation process, an assessment is necessary for doctors and counselors to make decisions and aid the client's recovery.

2. **Orientation or Introduction Stage**

   In this stage, doctors and counselors establish rapport. Building rapport means connecting with the client and making them feel comfortable so that they can open up to doctors and counselors. Doctors and counselors delve into the client's life, establish empathetic relationships, and prioritize the client's comfort.

3. **Working Stage**

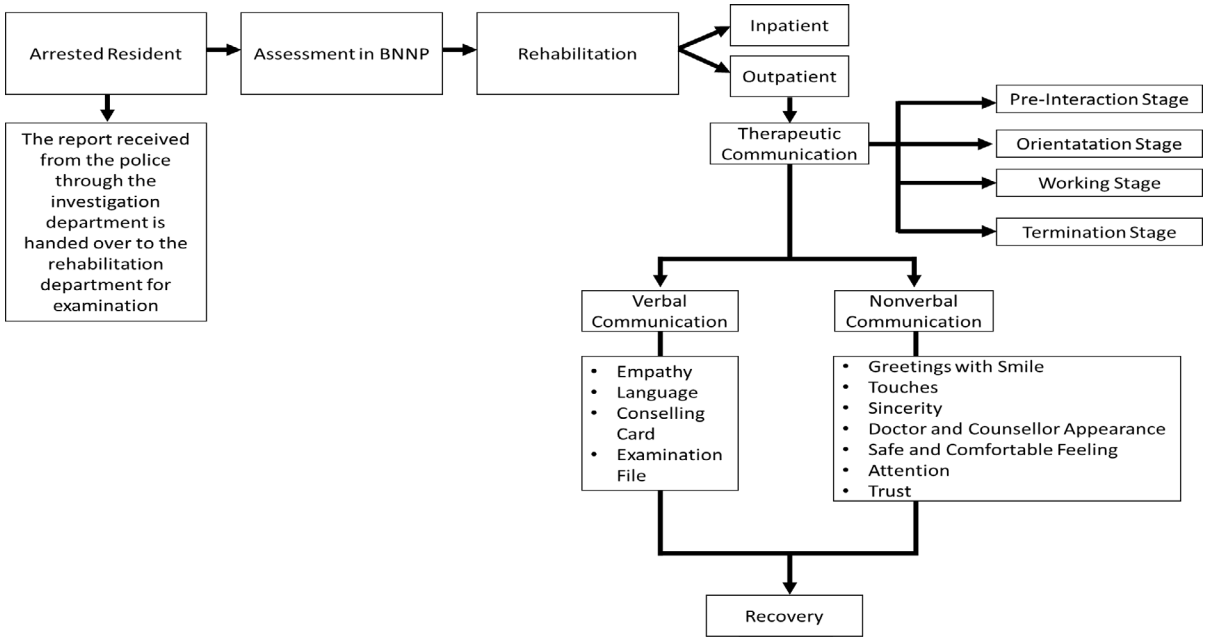
   This stage is the core of the outpatient rehabilitation process. Doctors and counselors analyze the client's issues. In this stage, doctors or counselors must ensure the client's commitment to the rehabilitation process. The therapeutic communication process between doctors, counselors, and nurses with outpatient rehabilitation clients involves both verbal and nonverbal communication. BNNP North Sumatra uses counseling techniques such as Motivational Interviewing to encourage clients to open up. To assess the changes, doctors and counselors use a measurement tool based on the SOP (Standard Operating Procedure) set by BNNP North Sumatra. The measurement tool is called the University of Rhode Island Change Assessment Scale (URICA). There are 4 stages of user readiness: Precontemplation, Contemplation, Action, and Maintenance.

   In summary, during this stage, many positive changes occur in clients. The openness and trust built between doctors and clients enable doctors to quickly understand the client's issues, leading to swift search for solutions. In the process of client recovery, therapeutic communication is indeed crucial.

4. **Termination Stage**

   The termination stage marks the final meeting between doctors, counselors, and the client. In this stage, doctors and counselors convey messages to the client. They also provide reminders to maintain the progress achieved, ensuring continued improvement.

Image of Doctor's Therapeutic Communication Pattern in Drug User Healing



Conclusion

The doctor's experience in assisting the recovery of outpatient rehabilitation clients at BNNP North Sumatra involves identifying the reasons for the client's drug use. There are two factors that contribute to the client's drug use: internal factors and external factors.

Internal factors are related to the family environment, where family issues may drive the client to despair, leading them to use drugs as a solution to their problems or as a form of self-medication while working. External factors are associated with the client's social environment, where peer pressure plays a role. Initially, the client may have been influenced by friends to use drugs.

Through the doctor's and counselor's empathetic and comforting approach, the clients become educated and motivated. Consequently, they experience positive changes. Additionally, the support from their families and the clients' own determination further encourage their recovery.

The communication process used by doctors and counselors in the healing of outpatient rehabilitation clients at BNNP North Sumatra involves employing therapeutic communication and counseling methods. Doctors and counselors conduct counseling according to the four stages of therapeutic communication: preparation or pre-interaction stage, orientation stage, working stage, and termination stage.

References

Angrayni, L., & Yusliati. (2018). *Efektivitas Rehabilitasi Pecandu Narkoba Serta Pengaruhnya Terhadap Tingkat Kejahatan di Indonesia.* Sidoharjo: Uwais Inspirasi Indonesia.

Devito, J. A. (2016). *The Interpersonal Communication Book, 14th edition.* New York: Person Education.

Little John, S. W. (2009). *Teori Komunikasi, edisi 9.* Jakarta: Salemba Humanika.

Masmuh, A. (2010). *Komunikasi Organisasi dalam Perspektif Teori dan Praktek* . Malang: Universitas Muhammadiyah Malang.

Maulana. (2009). *Promosi Kesehatan.* Jakarta: PT Penerbit Buku Kedokteran.

Morissan. (2013). *Teori Komunikasi Individu Hingga Massa Edisi Pertama.* Jakarta: Kencana Prenadamedia Group.

Mulyana. (2007). *Ilmu Komunikasi Suatu Pengantar.* Bandung: PT Remaja Rosdakarya.

Mundakir. (2006). *Komunikasi Keperawatan: Aplikasi dalam Pelayanan.* Yogyakarta: Graha Ilmu.

Priyanto. (2009). *Komunikasi dan Konseling aplikasi dalam sarana pelayanan kesehatan untuk Perawat dan Bidan.* Jakarta: Salemba Media.

Sugiyono. (2022). *Metode Penelitian Kuantitatif, Kualitatif* . Bandung: Alfabeta, CV.

Sumarma, A.-M. (2015). *Dasar Penelitian Kualitatif.* Bandung: Gelr Pustaka Mandiri.

Vita, N. I. (2021). *Komunikasi Terapeutik Dialogis.* Surabaya: Scopindo Media Pustaka.

Other Sources:

Dadang Muliawan. 2017. Vol.11.*Komunikasi Terapeutik Korban Penyalahgunaan Narkoba Melalui Tarekat.*Ilmu Dakwah: Academic Journal For Homiletic Studies, Hal. 200-215

Diana Ross. F dan Kusnarto. 2015.Vol.7. *Komunikasi Terapeutik Dalam Penyembuhan Pecandu Narkoba (Studi Deskriptif Komunikasi Terapeutik Dalam Penyembuhan Pasien Pecandu Narkoba Di Yayasan Penti Rehabilitasi ORBIT Surabaya.*Jurnal Ilmu Komunikasi. Hal. 72-78

Haerana.2016.Vol.6. *Implementasi Kebijakan Rehabilitasi Pengguna Narkoba Di Kota Makanssar.*Jurnal Administrasi Publik. Hal.1-10

Lissa Febrina, Martunis Yahya. 2017. Vol 1.*Proses Komunikasi Terapeutik Dalam Kegiatan Rehabilitasi Pecandu Narkoba (Studi Kasus Di Yayasan Harapan Permata Hati Kita (YAKITA) Aceh).* Jurnal Ilmiah Mahasiswa FISIP Unsyiah. Hal. 2-10

Nina Siti S. Siregar. 2011. Vol. 4. *Kajian Tentang Interaksionisme Simbolik*. Jurnal Ilmu Sosial-Fakultas ISIPOL UMA. Hal. 101-109

Priyo Sasmito, Majadanlipah, Raihan dan Ernawati. 2018.*Penerapan Komunikasi Terapeutik Oleh Perawat Pada Pasien.* Jurnal Kesehatan Poltekkes Ternate. Hal. 58-64

Tiara Anisa. D, Aristian Jordi, Megawati, Julkifli. B.2019.Vol 1. *Rehabilitasi Sebagai Upaya Penanggulangan Narkotika.* Jurnal Ilmiah Mahasiswa Fakultas Ilmu Sosial dan Ilmu Politik Universitas Bangka Belitung. Hal. 1-18

Website Sources:

BNN.2022. Sejarah Badan Narkotika Nasional Provinsi Sumatera Utara. Medan. https://sumut.bnn.go.id/sejarah/

Nasution, Anugrah. 2022. Data terbaru BNN, 1.5 Juta warga Sumut terpapar narkoba, mayoritas pengguna remaja. Medan. https://medan.tribunnews/2022/data-terbaru-bnn-,15-juta-warga-sumut-terpapar-narkoba-mayoritas-pengguna-remaja/