

## **The Effectiveness of Family Communication Strategies for Family Members with Health Problems: A Systematic Review**

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### **ABSTRAC**

**Introduction:** Many things are done by a person to get peace in his life, but sometimes someone does not realize the importance of interacting with other people, in this case communication. Communication is very crucial in life, especially in family life. Someone who is experiencing illness also needs clear communication to help the healing process, be it communication with family or communication with health workers.

**Method:** The literature search was carried out by looking for literature studies in Scopus and in ScienceDirect with the theme of communication in the family.

**Result:** After applying the eligibility criteria in the review, the 15 studies that had been obtained were included. The 15 studies, it shows that the communication provided by the family to other family members is very important in supporting the recovery of a sick family member, even a baby who is sick will gradually improve if he gets good communication from his mother, in the form of communication with physical contact. and attachment. The study of communication is important considering that many do not understand that communication is very important in life. Effective and open communication is also one of the keys to achieving a harmonious life in the family.

**Conclusion:** Effective and open communication is important to apply, especially in family life, and also in the hospital environment, good communication between health workers, patients and families will help heal patients who are experiencing illness.

**Keywords:** *Communication; Family; Health Problem*

## **Introduction**

Communication can be interpreted as an interaction between individuals and other individuals, this is also experienced by babies and their caregivers and their mothers (Hahn et al., 2017). Good communication, supports the development of the next baby in the family, babies or family members who experience illness or other disorders, it is important to be given good communication to support their growth (Pascoe, Bissessur and Mayers, 2016). Every family (parent) is committed to conveying its message to family members who are sick, this also applies to parents who have children who are currently being treated at the hospital or being treated at home (Epstein et al., 2017). The sick condition experienced by some people can make their condition less interactive in communicating with those around them, both the pain they experience is physical or psychological pain (Heifetz and Lunskey, 2018). Looking for literature based on qualitative and quantitative studies to find out thoroughly. This literature study is considered appropriate by the authors to determine the approach to communication in all lines of health care regarding communication.

## **Method**

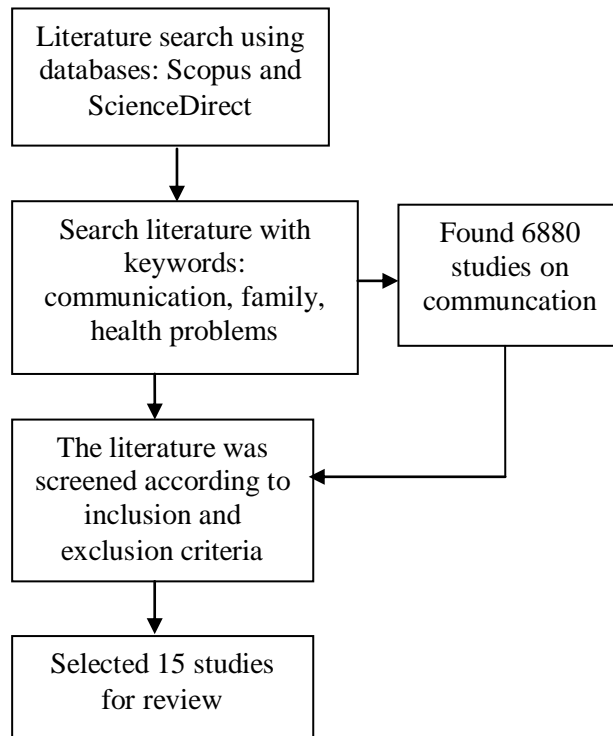
The database used is from the Scopus and ScienceDirect literature in a systematic and searchable way to identify the right study by entering keywords in the form of family communication with family members who experience disorders, in this case it means family members who are sick, the search for this literature study conducted in June 2020.

### **1. Inclusion and Exclusion Criteria**

Inclusion criteria were defined to determine relevant literature studies for review. All abstracts are reviewed and their feasibility and suitability are reviewed for review. The following are the inclusion criteria in the literature review below:

- a. The purpose of this study is to determine communication in a family where one of the family members is sick.
- b. Sick family members are being treated in the hospital and are treated in the community.
- c. Communication that is carried out involves family members with family members, as well as family members with health workers.

- d. Communication is two-way.
- e. Journal in English.



**Figure 1: Paper selection step**

## **Result**

Initial search with the selected keywords, then determined 15 studies to be reviewed, from 15 journals found that good and effective communication is important in everyday life, 8 studies stated that good communication between health workers (doctors and nurses) with patients and patient caregivers (families) at the hospital to help the patient recover faster, 2 studies show that the importance of communicating with patients with mental disorders with the help of communication tools that help patients communicate well, 5 studies show that good communication in the family can help a child and family members in shaping their identity and help in the process of good interactions with others.

Table 1 Results from literature study

Author	Method	Respondents	Sample size	Intervention	Result
(Fassier and Azoulay, 2010)	Qualitative study	Doctors and nurses on duty in the NICU	551 patients NICU	Interview about intra team conflict in NICU nurses	Two main elements of problems in the ICU were found, namely decision-making problems and communication problems. Strategies with understanding in communication from the family are actually needed to avoid internal conflict within the internal ICU care team
(Fins and Solomon, 2001)	Qualitative study	Family, doctors and nurses	Doctors and nurses at 2 hospitals (Presbyterian New York dan Weill Medical College of Cornell University)	Interviews and survey on the importance of communication with families	In this study, it was found that good communication does not only require clear language, but psychological abilities and cultural insights are also needed to create good communication with the patient's family.
(Schaefer and Block, 2009)	Results of an evidence based study	Family, doctors and patients in NICU	51 families	Surveys and interviews	The results show that effective communication between doctors and families and proactive palliative care intervention can improve patient and family outcomes and recovery
(Pascoe, Bissessur and Mayers, 2016)	Qualitative study	Two mothers with premature babies	Two mothers with premature babies	In-depth interview	Premature babies need communication with their mother, especially interaction and physical contact to

						bond and promote bonding between mother and baby
(Macdone ll <i>et al.</i> , 2015)	Cross sectional study	Doctors, nurses and the patient's family	a. 8 doctors b. 20 nurses	Questionnaire		It is important to hold family gatherings immediately after the newborn and improve procedures in providing training to health workers
(Flower <i>et al.</i> , 2017)	Cross sectional study	Family patient's and doctor	862 parents and childs	Questionnaire with Communication Assessment Tools (CAT)		Parents' satisfaction in communicating with doctors was not based on ethnicity, but based on the quality of communication (P <0.1).
(Epstein <i>et al.</i> , 2017)	evidence based study	Doctor, nurse, parents and baby		Whittemore method and Knafl's		The efforts to use technology (video conferencing, video phones, skype, NICView Webcam) in communication in NICU care rooms are considered beneficial for parents and health care providers
(Titler <i>et al.</i> , 2017)	Pre-post test design	Cancer patients and caregivers	36 caregivers patient cancer	Training by forming 3-4 groups, then tested, and given training, then tested again		The FOCUS program had positive effects on cancer patients on primary (quality of life, emotional distress) and secondary measures (disease benefits, self-efficacy, and basic communication).
(Oh and Ph, 2017)	Descriptive statistical study	Doctors, nurses and family	1.397 caregivers	Questionnaire		negative communication with health professionals can increase psychological pressure on family

					caregivers with cancer members, and vice versa, that positive communication with professionals health can reduce psychological pressure on family caregivers
(Hahn <i>et al.</i> , 2017)	Observational study	Babies with FXS, ASIBs and TD	a. 18 babies with FXS b. 21 babies with ASIBs c. 22 babies with TD	Assessment in the laboratory for a period of 9 months	All infants with FXS had lower social communication than ASIBs or TD infants when controlling for nonverbal cognitive abilities.
(Awdish <i>et al.</i> , 2017)	A cohort study perspective	Patients treated in the ICU	a. 16 patients in control group b. 15 patients in treatment group	Formal communication skills training with simulated family gatherings using the VitalTalk model	The use of communication files proved feasible and showed a relationship with improving patient satisfaction.
(Buelga, <i>et al.</i> 2017)	Descriptive analytic study	Adolescents	1.062 adolescents	Questionnaire	Cyberbully victims have a low family climate communication pattern.
(Chan, 2017)	Qualitative study	Family and nursing students	42 families	Interview about: a. Respond to questions clearly b. Avoid sensitive topics c. Listening to the patient's family, and experiences d. share alone The second, "the aroused emotions of student-family nursing communication"	Nursing students feel important to improve communication skills in the patient's family, especially in caring for the family as a unit.

				, has the following sub-themes: a. Happiness, b. Anger, c. Sadness, d. Restlessness	
(Heifetz and Lunsky, 2018)	Cross sectional study	Patients with developmental and mental disabilities	Hospital staff, service providers for patients with mental and developmental disabilities, elderly people with disabilities	Questionnaire with 28 items and interview with 18 questions	Patients with mental and developmental disabilities are greatly helped by having medical passports provide useful information, and improve communication between patients with mental and developmental disabilities and hospital staff.
(Swain and Gale, 2014)	Randomised Control Trial	Health workers	56 health workers	Intervention with The Popaz-NZ	The statistical results showed that there was a decrease in distress in health workers for two months after the intervention with an increase in general mental health.

## Discussion

Communication is a process of giving signals according to certain rules, so that in this way a system can be established, maintained and changed (Louis Forsdale, 1981 dalam Mundakir, 2006). Communication is the process of exchanging feelings, desires, wholeness, information and opinions (McCubbin & Dahl, 1985 dalam Friedman, 2010). Galvin dan Brommel (1986) dalam Friedman (2010) defines family communication as a symbolic, transactional process of creating and sharing meaning in the family. Everyone has a different style of communication, so every family has a different and unique way of communication. Based on the understanding of family communication, it can be

concluded that family communication is the interaction of family members to convey intentions and information to other family members.

Clear and functional communication between family members is an important tool for maintaining the conducive environment necessary to develop feelings of worth and self-worth and internalize them. Conversely, unclear communication is believed to be the main cause of poor functioning (Holman, 1983; Satir, 1983; Banmen, Gerber, & Gomori, 1991 dalam Friedman, 2010). Problem communication problems in families are ubiquitous, family communication researchers estimate that 85% of all messages sent within the family are misunderstood (Friedman, 2010). Effective functional communication is needed in the family, but it is needed when the family is in a state of stress and crisis (Friedman, 2010).

Emotion plays an important role in student-family nursing communication, and self-compassion and emotional intelligence can largely enhance the effectiveness of such communication. In developing family life communication skills, nurses and medical students need to learn how to deal with emotional responses (Chan, 2017). On the one hand, nursing students must learn the emotional and spiritual functions of a family; on the other hand, they must be able to manage their own emotions during the provision of health services (Chan, 2017). A negative health professional communication pattern can easily evoke feelings of pressure by a caregiver in caring for a sick family member (Oh and Ph, 2017).. So, if caregivers understand that communication with negative health professionals will increase stress and put pressure on them, then it should be understood that positive communication can provide comfort and reduce stress for caregivers. Communication The working group's effective initiative then reviews the existing literature to better understand the principles of effective communication in the NICU. Many of the recommendations were developed with an understanding of the perspectives and what they think will or may not help during the care of the elderly.

Overall it has been found that how information is communicated as a whole greatly influences the perspective of parents on their interactions with providers and their confidence and trust in care. In times of distress, parents often reported that being surrounded by quiet professionals who displayed genuine empathy and emotion was rewarded for dealing with the care of their sick baby, and that they felt valued and had



other effects on their lives. Parents reported that they wanted the information to be conveyed in an understandable and consistent manner and they wanted to be included in the decision-making process for the care of their baby. Respect for and responsiveness to the family's well-being, preferences, and cultural values is also important when providing services in a family-centered model (Macdonell et al., 2015).

## Conclusion

Communication is very important in every moment and in all places, because someone always interacts with other people, in other words, a social person who lives in society needs communication to convey his expressions, expressions and emotions. This also applies in the health service setting, in order to provide excellent service to patients and their families, effective communication is also needed in conveying information to patients and their families who are being treated both critical care and care in the family.

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