

## DAFTAR PUSTAKA

- Abdad, F. A. (2012). Tingkat Pengetahuan Perawat Tentang Komunikasi Terapeutik Di Unit Rawat Inap Umum Rumah Sakit dr. H. Marzoeqi Mahdi Bogor. Depok: FK-UI:Skripsi.
- Acebedo-Urdiales, M. S., Medina-Noya, J. L., & Ferré-Grau, C. (2014). Practical knowledge of experienced nurses in critical care: A qualitative study of their narratives. *BMC Medical Education*, 14(1), 1–15. <https://doi.org/10.1186/1472-6920-14-173>
- Adams, A. M. N., Mannix, T., & Harrington, A. (2017). Nurses' communication with families in the intensive care unit – a literature review. *Nursing in Critical Care*, 22(2), 70–80. <https://doi.org/10.1111/nicc.12141>
- Adhikari, A., Ratna, P., & Nagendra, P. (2021). A Study Of The Knowledge And Attitude Of Nurses Towards Therapeutic Communication (Tc), Factors Determining Nurses' Communication With Patients And Patients' Satisfaction Of Nurses Communication, In A Selected Hospital, Uttarakhand. *Anita Adhikari \* Prakash Dr . Nagendra Prakash*. 10(10), 59–63.
- Agastiya, I. M. C. (2015). Instrumen Pengkajian Nyeri Pada Pasien Kritis Di Intensive Care Unit (ICU) : Studi Literatur. *Program Studi Keperawatan, Fakultas Kedokteran, Universitas Udayana, Bali*, 1, 5–9. <https://ojs.unud.ac.id/index.php/essential/article/view/44560/27296>
- Ahmed, E. H. K. (2016). *Nurses' knowledge Regarding Therapeutic Communication with Patients in Soba University Hospital, Khartoum State, Sudan (2016)*. November. <http://repo.uofg.edu.sd/handle/123456789/3210>
- Alasad, J. A., Abu Tabar, N., & Ahmad, M. M. (2015). Patients' experience of being in intensive care units. *Journal of Critical Care*, 30(4), 859.e7-859.e11. <https://doi.org/10.1016/j.jcrc.2015.03.021>
- Alfaray, R. I., Mahfud, M. I., & Faizun, R. S. (2019). Duration Of Ventilation Support Usage And Development Of Ventilator-Associated Pneumonia: When Is The Most Time At Risk? *Indonesian Journal of Anesthesiology and Reanimation*, 1(1), 26. <https://doi.org/10.20473/ijar.v1i12019.26-31>
- Alligood, M. R. (2018). Nursing Theorist And Their Work, Eight Edition. In *Nursing Theorist And Their Work, Eight Edition*. <https://doi.org/10.2174/97816810874501180101>
- Anjaswarni, T. (2016). Komunikasi dalam Keperawatan: Modul Bahan Ajar Keperawatan. Jakarta: Pusdik SDM Kesehatan, Kementrian Kesehatan RI.

- Apriluana, G., Khairiyati, L., & Setyaningrum, R. (2016). Gladys Apriluana , Laily Khairiyati, Ratna Setyaningrum. *Jurnal Publikasi Kesehatan Masyarakat Indonesia*, 3(3), 82–87.
- Arikunto, S., 2009. *Prosedur Penelitian Suatu Pendekatan Praktik*. Edisi Revisi 6. Jakarta : Rineka Cipta.
- Asmal, M., & Rosyid, H. F. (2012). Pelatihan Komunikasi Interpersonal Untuk Meningkatkan Kualitas Layanan Pada Perawat Rumah Sakit Umum. *Jurnal Intervensi Psikologi (JIP)*, 4(2), 173–189. <https://doi.org/10.20885/intervensipsikologi.vol4.iss2.art3>
- Aslakson, R. A., Wyskiel, R., Thornton, I., Copley, C., Shaffer, D., Zyra, M., Nelson, J., & Pronovost, P. J. (2012). Nurse-perceived barriers to effective communication regarding prognosis and optimal end-of-life care for surgical ICU patients: A qualitative exploration. *Journal of Palliative Medicine*, 15(8), 910–915. <https://doi.org/10.1089/jpm.2011.0481>
- Azwar, S. (2016). *Reliabilitas dan Validitas, Edisi 4*. Yogyakarta: Pustaka Pelajar.
- Bhardwaj, K. (2019). a Validated Communication Board Reduces Nurses Communication Difficulties in the Icus. *International Journal of Advanced Research*, 7(8), 83–90. <https://doi.org/10.21474/ijar01/9477>
- Boyd and Janet Dare. (2014). *Communication Skills For Nurses*. New Delhi: Wiley Blackwel
- Caropeboka, Ratu Mutialela.(2017). *Konsep dan Aplikasi Ilmu Komunikasi*. Yogyakarta: CV Andi Offset.
- Christy, V. (2015). Hubungan Karakteristik Perawat dengan Penerapan Komunikasi Terapeutik pada Pasien di Ruang Rawat Inap RSUD Sultan Syarif Mohamad Alkadrie Kota Pontianak. *Jurnal Untan*, 1–9.
- Claire Boyd; Janet Dare. (2014). *Communication Skills For Nurses*. Chichester, West Sussex, UK ; Hoboken, NJ : John Wiley & Sons Inc.
- Cristhiane Mendonça Rezende, L., Neyla de Freitas Macedo Costa, K., Pereira Martins, K., Ferreira da Costa, T., Ribeiro dos Santos, S., & Nethielly Souza Leite, K. (2013). Therapeutic communication between nurses and patients in preoperative during an admission in a medical surgical unit. *J Nurs UFPE on Line*, 7(8), 5280–5287. <https://doi.org/10.5205/reuol.3452-28790-4-ED.0708201328>
- Dahlan, S. (2016). *Besar Sampel dalam Penelitian Kedokteran dan Kesehatan Edisi 4*. Jakarta: Epidemiologi Indonesia

- Das., M. D. (2016). "a Study To Assess the Effectiveness of Communication Board on the Level of Satisfaction of Communication Pattern Among Patients on Mechanical Ventilator in Bombay Hospital At Indore in the Year 2014-2015." *International Journal of Advanced Research*, 4(10), 1720–1747. <https://doi.org/10.21474/ijar01/1981>
- Delgado-Rico, E., Carretero-Dios, H., & Ruch, W. (2012). Content validity evidences in test development: An applied perspective. *International Journal of Clinical and Health Psychology*, 12(3), 449–460. <https://doi.org/10.5167/uzh-64551>
- Diana, R., OP, A., & Wahyu, E. (2016). Hubungan pengetahuan komunikasi terapeutik terhadap kemampuan komunikasi perawat dalam melaksanakan asuhan keperawatan di rumah sakit elisabeth purwokerto. *Jurnal Keperawatan Soedirman*, 1(2), 53–60. <http://jks.fikes.unsoed.ac.id/index.php/jks/article/view/78/24>
- Dithole, K. S., Sibanda, S., Moleki, M. M., & Thupayagale-Tshweneagae, G. (2016). Nurses' communication with patients who are mechanically ventilated in intensive care: the Botswana experience. *International Nursing Review*, 63(3), 415–421. <https://doi.org/10.1111/inr.12262>
- Dithole, K. S., Thupayagale-Tshweneagae, G., Akpor, O. A., & Moleki, M. M. (2017). Communication skills intervention: Promoting effective communication between nurses and mechanically ventilated patients. *BMC Nursing*, 16(1), 1–6. <https://doi.org/10.1186/s12912-017-0268-5>
- Dithole, K., Sibanda, S., Moleki, M. M., & Thupayagale-Tshweneagae, G. (2016). Exploring Communication Challenges Between Nurses and Mechanically Ventilated Patients in the Intensive Care Unit: A Structured Review. *Worldviews on Evidence-Based Nursing*, 13(3), 197–206. <https://doi.org/10.1111/wvn.12146>
- Downey, D. A. (2014). The Effectiveness of AAC Training Protocols for Acute Care Nurses: A Randomized Controlled Trial of an Instructional On-line Medium for Clinical Skills Teaching. *Effectiveness of Aac Training Protocols for Acute Care Nurses: A Randomized Controlled Trial of an Instructional On-Line Medium for Clinical Skills Teaching*, 155 p-155 p. <http://search.ebscohost.com/login.aspx?direct=true&db=rzh&AN=109763169&site=ehost-live>
- Dylan Trotsek. (2017). Communication and Interpersonal Skills. In *Journal of Chemical Information and Modeling* (Vol. 110, Issue 9).

- El-Soussi, A. H., Elshafey, M. M., Othman, S. Y., & Abd-Elkader, F. A. (2015). Augmented alternative communication methods in intubated COPD patients: Does it make difference. *Egyptian Journal of Chest Diseases and Tuberculosis*, 64(1), 21–28. <https://doi.org/10.1016/j.ejcdt.2014.07.006>
- Fialkow, L., Farenzena, M., Wawrzeniak, I. C., Brauner, J. S., Vieira, S. R. R., Vigo, A., & Bozzetti, M. C. (2016). Mechanical ventilation in patients in the intensive care unit of a general university hospital in southern Brazil: An epidemiological study. *Clinics*, 71(3), 145–151. [https://doi.org/10.6061/clinics/2016\(03\)05](https://doi.org/10.6061/clinics/2016(03)05)
- Fite, R. O., Assefa, M., Demissie, A., & Belachew, T. (2019). Predictors of therapeutic communication between nurses and hospitalized patients. *Heliyon*, 5(10), e02665. <https://doi.org/10.1016/j.heliyon.2019.e02665>
- Fitria, N., & Shaluhiah, Z. (2017). Analisis Pelaksanaan Komunikasi Terapeutik Perawat di Ruang Rawat Inap RS Pemerintah dan RS Swasta. *Jurnal Promosi Kesehatan Indonesia*, 12(2), 191. <https://doi.org/10.14710/jpki.12.2.191-208>
- Foà, C., Cavalli, L., Maltoni, A., Tosello, N., Sangilles, C., Maron, I., Borghini, M., & Artioli, G. (2016). Communications and relationships between patient and nurse in intensive care unit: Knowledge, knowledge of the work, knowledge of the emotional state. *Acta Biomedica*, 87(November), 71–82.
- Fukada, M. (2018). CNCSS, Clinical Nursing Competence Self-Assess-ment Scale Nursing Competency: Definition, Structure and Development. *Yonago Acta Medica*, 61, 1–007.
- Fulbrook, P., Albarran, J. W., Baktoft, B., & Sidebottom, B. (2012). A survey of European intensive care nurses' knowledge levels. *International Journal of Nursing Studies*, 49(2), 191–200. <https://doi.org/10.1016/j.ijnurstu.2011.06.001>
- Glitus, M., & Sanap, M. (2018). *Use of Communication Board for Mechanically Ventilated Patients*. 7(2), 52–55. <https://doi.org/10.9790/1959-0702015255>
- Gropp, M., Johnson, E., Bornman, J., & Koul, R. (2019). Nurses' perspectives about communication with patients in an intensive care setting using a communication board: A pilot study. *Health SA Gesondheid*, 24, 1–9. <https://doi.org/10.4102/hsag.v24i0.1162>
- Grossbach, I., Stranberg, S., & Chlan, L. (2011). Promoting effective communication for patients receiving mechanical ventilation. *Critical Care Nurse*, 31(3), 46–60. <https://doi.org/10.4037/ccn2010728>
- Gultom, E. C. V. (2017). *Alat Bantu Komunikasi Bagi Perawatan Intensive Care Unit ( ICU)*. 5(2).

- Hales & Hawryluck. (2008). *An Interactive Educational Workshop to Improve End of Life Communication Skills*. 28(3), 157–164. <https://doi.org/10.1002/chp>
- Hanafiah, M. J., & Amir, A. (2016). *Etika Kedokteran & Hukum Kesehatan*. Jakarta: EGC.
- Handayani, D., & Armina. (2017). Faktor-faktor Yang Berhubungan Dengan Komunikai Terapeutik. *Jurnal Akademi Baiturahim*, 6(2), 1–11.
- Happ, M. B., Garrett, K., Thomas, D. D. V., Tate, J., George, E., Houze, M., Radtke, J., & Sereika, S. (2011). Nurse-patient communication interactions in the intensive care unit. *American Journal of Critical Care*, 20(2), 28–41. <https://doi.org/10.4037/ajcc2011433>
- Happ, M. B., Sereika, S. M., Houze, M. P., Seaman, J. B., Tate, J. A., Nilsen, M. L., van Panhuis, J., Sculli, A., Paull, B., George, E., Angus, D. C., & Barnato, A. E. (2015). Quality of care and resource use among mechanically ventilated patients before and after an intervention to assist nurse-nonvocal patient communication. *Heart and Lung: Journal of Acute and Critical Care*, 44(5), 408–415.e2. <https://doi.org/10.1016/j.hrtlng.2015.07.001>
- Hastono, S.P. (2007). *Analisis Data Kesehatan*. Jakarta: Fakultas Kesehatan Masyarakat Universitas Indonesia
- Hesham, S. (2016). Assessment of Nurses' Performance Regarding Management of Patients on Mechanical Ventilator. *Port Said Scientific Journal of Nursing*, 3(1), 161–177. <https://doi.org/10.21608/pssjn.2019.32327>
- Hofhuis, J. G. M., Spronk, P. E., van Stel, H. F., Schrijvers, A. J. P., Rommes, J. H., & Bakker, J. (2008). Experiences of critically ill patients in the ICU. *Intensive and Critical Care Nursing*, 24(5), 300–313. <https://doi.org/10.1016/j.iccn.2008.03.004>
- Istanboulian, L., Rose, L., Gorospe, F., Yunusova, Y., & Dale, C. M. (2020). Barriers to and facilitators for the use of augmentative and alternative communication and voice restorative strategies for adults with an advanced airway in the intensive care unit: A scoping review. *Journal of Critical Care*, 57, 168–176. <https://doi.org/10.1016/j.jcrc.2020.02.015>
- Istiyani, A. (2016). *Metode Komunikasi Yang Digunakan Pasien Yang Terpasang Ventilator*. 1–10.
- Karlsson, V., Bergbom, I., & Forsberg, A. (2012). The lived experiences of adult intensive care patients who were conscious during mechanical ventilation: A phenomenological-hermeneutic study. *Intensive and Critical Care Nursing*,

28(1), 6–15. <https://doi.org/10.1016/j.iccn.2011.11.002>

Kementerian Kesehatan RI. (2014). *Undang-undang RI No. 38. 10, 2–4*.  
<https://doi.org/10.1017/CBO9781107415324.004>

Kementerian Kesehatan RI. (2017). Situasi Tenaga Keperawatan Indonesia. In *Pusat Data dan Informasi Kementerian Kesehatan RI* (pp. 1–12).  
[http://www.depkes.go.id/resources/download/pusdatin/infodatin/infodatin\\_perawat\\_2017.pdf](http://www.depkes.go.id/resources/download/pusdatin/infodatin/infodatin_perawat_2017.pdf)

Khalaila, B. R., Zbidat, W., Anwar, K., Bayya, A., Linton, D. M., & Sviri, S. (2011). *Communication Difficulties And Psychoemotional Distress In Patients Receiving Mechanical Ventilation*. 20(6), 470–479.

Khoir, M., Fauzi, A., & Holis, W. (2020). Therapeutic Communication Skills of Nurses in Hospital. *International Journal of Nursing and Health Services*, 3(2), 686–694. <https://doi.org/10.35654/ijnhs.v3i2.197>

Kornhaber, R., Walsh, K., Duff, J., & Walker, K. (2016). Enhancing adult therapeutic interpersonal relationships in the acute health care setting: An integrative review. *Journal of Multidisciplinary Healthcare*, 9, 537–546.  
<https://doi.org/10.2147/JMDH.S116957>

Kounenou, K., Aikaterini, K., & Georgia, K. (2011). Nurses' communication skills: Exploring their relationship with demographic variables and job satisfaction in a Greek sample. *Procedia - Social and Behavioral Sciences*, 30(December), 2230–2234. <https://doi.org/10.1016/j.sbspro.2011.10.435>

Kourkouta, L., & Papathanasiou, I. (2014). Communication in Nursing Practice. *Materia Socio Medica*, 26(1), 65. <https://doi.org/10.5455/msm.2014.26.65-67>

Liyew, B., Dejen Tilahun, A., & Kasew, T. (2020). Knowledge, Attitude, and Associated Factors towards Physical Assessment among Nurses Working in Intensive Care Units: A Multicenter Cross-Sectional Study. *Critical Care Research and Practice*, 2020. <https://doi.org/10.1155/2020/9145105>

Maame, V., Amoah, K., Anokye, R., Boakye, D. S., Acheampong, E., Budu-ainooson, A., Okyere, E., Kumi-boateng, G., Yeboah, C., & Afriyie, J. O. (2019). A qualitative assessment of perceived barriers to effective therapeutic communication among nurses and patients. *BMC Nursing*, 18(4), 1–8.

Martinho, C. I. F., & Rodrigues, I. T. R. M. (2016). Communication of mechanically ventilated patients in intensive care units. *Revista Brasileira de Terapia Intensiva*, 28(2), 132–140. <https://doi.org/10.5935/0103-507X.20160027>



- Mehta, S., & Hill, N. S. (2001). Noninvasive ventilation. *American journal of respiratory and critical care medicine*, 163(2), 540-577.
- McDonald, M.E. (2002). *Systematic Assessment Of Learning Outcomes: Developing Multiple Choice Exams*. Sudbury, M.A : Jones and Bartlett Publishers
- Momennasab, M., Ardakani, M. S., Rad, F. D., Dokoochaki, R., Dakhesh, R., & Jaberi, A. (2019). Quality of nurses' communication with mechanically ventilated patients in a cardiac surgery intensive care unit. *Investigacion y Educacion En Enfermeria*, 37(2). <https://doi.org/10.17533/udea.iee.v37n2e02>
- Moss, J., Xiao, Y., & Zubaidah, S. (2001). The operating room charge nurse: coordinator and communicator. *Proceedings / AMIA ... Annual Symposium. AMIA Symposium*, 478–482. <https://doi.org/10.1197/jamia.m1231>
- Mubarak, W. I. (2011). Promosi kesehatan. Yogyakarta : Graha ilmu.
- Mundakir. (2006). Komunikasi Keperawatan Aplikasi dalam Pelayanan. Yogyakarta : Graha ilmu.
- Myhren, H., Ekeberg, Ø., & Stokland, O. (2011). Satisfaction with communication in ICU patients and relatives: Comparisons with medical staffs' expectations and the relationship with psychological distress. *Patient Education and Counseling*, 85(2), 237–244. <https://doi.org/10.1016/j.pec.2010.11.005>
- Nelson, J. E., Bassett, R., Boss, R. D., Brasel, K. J., Campbell, M. L., Cortez, T. B., Curtis, J. R., Lustbader, D. R., Mulkerin, C., Puntillo, K. A., Ray, D. E., & Weissman, D. E. (2010). Models for structuring a clinical initiative to enhance palliative care in the intensive care unit: A report from the IPAL-ICU Project (Improving Palliative Care in the ICU). *Critical Care Medicine*, 38(9), 1765–1772. <https://doi.org/10.1097/CCM.0b013e3181e8ad23>
- Ontario, C. of N. of. (2013). *PR ACTICE Standard Therapeutic Nurse-Client Relationship , Revised 2006*.
- Potter, P. A. & Perry, A. G. (2010). *Fundamental Of Nursing: Consep, Proses and Practice*. Edisi 7. Vol. 3. Jakarta : EGC
- Pradhan, C., & Shrestha, R. (2017). Nurses' Knowledge Regarding Weaning Criteria of the Patients with Mechanical Ventilation in a Teaching Hospital, Chitwan. *Anesthesia and Medical Practice Journal*, 2(2), 1–4. <https://doi.org/10.29011/2637-9953.100015>
- Puggina, A. C. G., Da Silva, M. J. P., Schnakers, C., & Laureys, S. (2012). Nursing care of patients with disorders of consciousness. *Journal of Neuroscience*

*Nursing*, 44(5), 260–270. <https://doi.org/10.1097/JNN.0b013e3182666407>

Radtke, J. V., Tate, J. A., & Happ, M. B. (2012). Nurses' perceptions of communication training in the ICU. *Intensive and Critical Care Nursing*, 28(1), 16–25. <https://doi.org/10.1016/j.iccn.2011.11.005>

Salem, A., & Ahmad, M. M. (2018). Communication with invasive mechanically ventilated patients and the use of alternative devices: integrative review. *Journal of Research in Nursing*, 23(7), 614–630. <https://doi.org/10.1177/1744987118785987>

Sarfika, R., Maisa, E. A., & Windy Freska. (2018). Komunikasi Terapeutik Dalam Keperawatan. In *Andalas University Press*.

Sellares, J., Acerbi, I., Loureiro, H., Dellaca, R. L., Ferrer, M., Torres, A., Navajas, D., & Farre, R. (2009). Respiratory impedance during weaning from mechanical ventilation in a mixed population of critically ill patients. *British Journal of Anaesthesia*, 103(6), 828–832. <https://doi.org/10.1093/bja/aep301>

Selman, L. E., Brighton, L. J., Hawkins, A., McDonald, C., O'Brien, S., Robinson, V., Khan, S. A., George, R., Ramsenthaler, C., Higginson, I. J., & Koffman, J. (2017). The Effect of Communication Skills Training for Generalist Palliative Care Providers on Patient-Reported Outcomes and Clinician Behaviors: A Systematic Review and Meta-analysis. *Journal of Pain and Symptom Management*, 54(3), 404–416.e5. <https://doi.org/10.1016/j.jpainsymman.2017.04.007>

Sharma, R., & Mudgal, S. K. (2019). Knowledge and Skill Regarding Care of a Patient on Mechanical Ventilator Knowledge and Skill Regarding Care of a Patient on Mechanical Ventilator among the Staff Nurses Working in Selected Hospital. *International Journal of Practical Nursing*, 6(May), 1–6. <https://doi.org/10.21088/ijpn.2347.7083.6318.2>

Siregar, N. S. S. (2016). *Komunikasi Terapeutik Dokter dan Paramedis Terhadap Kepuasan Pasien dalam Pelayanan Kesehatan pada Rumah Sakit Bernuansa Islami di Kota Medan*. 289.

Smeltzer, S.C. et al. (2008) *Brunner & Suddarth's Textbook of Medical Surgical Nursing*. Philadelphia: Lippincott Williams & Wilkins.

Song, H. S., Choi, J. Y., & Son, Y. J. (2017). The relationship between professional communication competences and nursing performance of critical care nurses in South Korea. *International Journal of Nursing Practice*, 23(5), 1–7. <https://doi.org/10.1111/ijn.12576>

Stelson, B. E. A., Carr, B. G., Golden, K. E., Martin, N., Richmond, T. S., Delgado,



- M. K., & Holena, D. N. (2016). Communication by nurses in the intensive care unit: qualitative analysis of domains of patient-centered care. *American Journal of Critical Care* 21(6):410-418.
- Suwardianto, H. and Astuti, V. W. (2020) Buku Ajar Keperawatan Kritis : Pendekatan Evidence Base Practice Nursing . Kediri: Lembaga Chakra Brahmanda Lentera.
- Suyitno. (2017). *Untuk Memenuhi Persyaratan Memperoleh Gelar Magister S2 Keperawatan Universitas Brawijaya Oleh Adi Suyitno Program Studi Magister Keperawatan*. [http://repository.ub.ac.id/id/eprint/9402/3/TESES Full Text-Adi.pdf](http://repository.ub.ac.id/id/eprint/9402/3/TESES%20Full%20Text-Adi.pdf)
- Talis, J., Lima, D. S., Tavares De Oliveira, D. S., Ferreira Da Costa, T., Ferraz, F., Freitas, Q., Rianne, S., Alves, P., Neyla De Freitas, K., & Costa, M. (2012). Therapeutic and Nontherapeutic Communication Between Nurses and Hospitalized Elderly Citizens. *J Nurs UFPE on Line*, 6(7), 1566–1575. <https://doi.org/10.5205/reuol.2255-18586-1-LE.0607201208>
- Taylor, R., Carol, L., Carol, L., Priscilla & Lymm (2011). *Fundamental Of Nursing The Art And Science Of Nursing Care (7th ed )* : USA : Lippincott Williams & Wilkins.
- Wallen, N. E., & Fraenkel, J. R. (2013). *Educational research: A guide to the process*. Routledge.
- Widiawati, S. (2016). Relationship Characteristics, Knowledge and Attitude of Communication With Nurses in the Therapeutic Inpatient. *Jurnal Endurance*, 1(3), 107–112. <https://doi.org/10.22216/jen.v1i3.989>
- Widyatun, T. R. (2009). *Ilmu Perilaku*. CV. Sangung Seto : Jakarta
- Yanti, R. I., & Warsito, B. E. (2013). Hubungan Karakteristik Perawat, Motivasi, Dan Supervisi Dengan Kualitas Dokumentasi Proses Asuhan Keperawatan Retyaningsih Ida Yanti\*, Bambang Edi Warsito \*\* \*). *Jurnal Manajemen Keperawatan*, 1(2), 107–114.
- Yoo, H. J., Lim, O. B., & Shim, J. L. (2020). Critical care nurses' communication experiences with patients and families in an intensive care unit: A qualitative study. *PLoS ONE*, 15(7 July), 5–7. <https://doi.org/10.1371/journal.pone.0235694>
- Zare, F., Farokhzadian, J., Nematollahi, M., Miri, S., & Foroughameri, G. (2020). Therapeutic communication skills training: An effective tool to improve the caring behaviors of ICU nurses. *BioRxiv*. <https://doi.org/10.1101/2020.02.12.945394>