

**Latar belakang.** Keterampilan komunikasi dokter pasien merupakan salah satu kompetensi yang harus dimiliki seorang dokter. Akan tetapi, hal ini belum mendapat perhatian dalam pendidikan dokter. Sebagian besar dokter berpendapat keterampilan komunikasi yang mereka miliki sudah baik, dan keterampilan komunikasi dengan pasien bukan ilmu yang harus dipelajari secara formal. Penelitian ini bertujuan melihat tingkat keterampilan komunikasi dokter – pasien pada dokter keluarga dan melihat efek pelatihan komunikasi terhadap keterampilan komunikasi dokter – pasien.

**Metode.** Kami melakukan penelitian terhadap 17 dokter yang mengikuti program master kedokteran keluarga. Para dokter tersebut dinilai tingkat pengetahuan, sikap dan keterampilan komunikasi dokter – pasien sebelum dan sesudah pelatihan dengan panduan komunikasi UGM “SAPA – AJAK BICARA – DISKUSI”. Selain itu, penelitian ini juga menilai efek medis pada pasien dari dokter yang telah terpapar pelatihan komunikasi tersebut.

**Hasil.** Tingkat pengetahuan keterampilan komunikasi dokter – pasien pada subjek masih rendah. Setelah mendapat pelatihan keterampilan komunikasi dengan metode “SAJAK KU”, tingkat pengetahuan subjek meningkat, namun tidak bermakna secara statistik. Sikap setuju, para subjek terhadap hal-hal penting yang harus dilakukan pada komunikasi dokter – pasien menurut pedoman komunikasi UGM “SAJAK KU” meningkat pasca mendapat pelatihan, namun tidak bermakna secara statistik. Perilaku subjek yang diamati pada pertengahan pelatihan mengalami peningkatan sesuai dengan pedoman komunikasi UGM “SAJAK KU” setelah selesai pelatihan, namun tidak bermakna secara statistik. Terdapat perbaikan klinis pada pasien hipertensi, setelah berkomunikasi dengan pasien yang mendapat pelatihan komunikasi dokter – pasien dengan panduan komunikasi UGM “SAJAK KU”.

**Kesimpulan.** Tingkat pengetahuan keterampilan komunikasi dokter – pasien pada dokter keluarga yang mengambil program master kedokteran keluarga di Yogyakarta masih rendah. Pengetahuan, sikap dan perilaku para dokter keluarga, meningkat setelah pelatihan komunikasi dengan panduan UGM “SAJAK KU”, meskipun tidak bermakna secara statistik. Paparan pelatihan komunikasi dokter – pasien dengan panduan komunikasi UGM “SAJAK KU” terhadap dokter, mampu meningkatkan output klinis pasien mereka.

Kata kunci: komunikasi dokter – pasien, pelatihan, dokter keluarga, panduan komunikasi UGM “SAJAK KU”, hipertensi

**Background.** The doctor – patient communication skills is one of basic competence that should be have for a doctor. However, it hasn’t gotten much attention in the doctor’s education. Most of doctors considered that they already have good communication skills. They assume that communication toward patients’ skills was unnecessary knowledge that should be learned formally. This research aim to know the doctor – patient communication skills level of family doctors and to see the effect of communication training, toward their doctor – patient communication skills.

**Method.** We made research on 17 doctors who took Family Medicine Master Program. Those doctors were examined by their knowledge leves, attitude and their doctor – patient communication skills, before and after the training of UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION”. Beside, this research also examine the medical effect toward the patient of the doctor who had exposure on the communication training.

**Result.** The doctor – patient communication skills and knowledge level on subject was inadequate before they got exposure communication training by UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”). After having the communication skills training by UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION”(“SAJAK KU”), the subject’s knowledge level was increase. The attitude or agreement of the subject toward important things which should done in doctor – patient communication according UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”), was increase after the training, but statistically doesn’t significant. The subject’s communication skills which was observed in the middle of training has increased in accordance UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”), but doesn’t significance either. There were clinically improvement on hypertension, after communicating with those who were trained doctor – patient communication by UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”).

**Conclusion.** Might be so many the doctor – patient communication knowledge and skills level in the family doctor who taken family doctor’s master in Yogyakarta was still inadequate. The family doctor’s knowledge, attitude and behavior was increased after the communication training by UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”), although it was statistically doesn’t significant. The doctor – patient communication training’s exposure by UGM’s communication guideline “GREET – ENCOURAGE TO TALK – DISCUSSION” (“SAJAK KU”) toward the doctor was able to increase their patient’s outcome clinic.

**Keywords:** doctor – patient communication – training – family doctor – the “SAJAKU” UGM Communication Guideline – hypertension