

Empathic Caring Consultation (ECC): Will It Be Able to Improve the Quality of Care at the Health Centers?

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The purpose of this study is to support the evidence that ECC is effective to improve the quality of care in health centers in Sleman District, DIY, where myalgia complaints and the use of analgesics were high. ECC involves active listening, expressions of empathy, and short version of deep muscle relaxation. Method used was controlled trial design in 4 health centers. Two health centers were randomly assigned to the experimental and the control groups. Surveys of analgesics prescribing and the quality of care perceived by patients were conducted before and after the ECC. Results showed that there was no effect of ECC on the use of analgesics. Patients' perception toward the quality of care in the experimental groups improved slightly. Health providers in the experimental groups showing more concern using nonverbal communication were perceived as more empathetic. They also referred more cases to the psychologists when needed.

Keywords: ECC, rational use of analgesic, quality of care

Tujuan penelitian ini adalah mendukung adanya bukti empiris bahwa *Empathic Caring Consultation (ECC)* sangkil untuk meningkatkan kualitas pelayanan di puskesmas di Kabupaten Sleman, DIY, di mana jumlah kasus mialgia dan penggunaan analgesika tinggi. ECC meliputi mendengarkan aktif, ungkapan empati, dan versi pendek ralaksasi otot. Metode yang digunakan adalah desain percobaan terkendali di 4 puskesmas. Dua puskesmas secara undian dipilih menjadi kelompok eksperimen dan kelompok kontrol. Survei persepan analgesika dilakukan secara retrospektif tiga bulan sebelum dan sesudah ECC. Survei kualitas pelayanan dilakukan sebelum dan sesudah ECC diterapkan. Hasil penelitian menunjukkan bahwa tidak ada dampak ECC pada penggunaan analgesika di empat puskesmas yang diteliti. Persepsi pasien terhadap kualitas pelayanan di kelompok eksperimen meningkat sedikit. Petugas kesehatan di kelompok eksperimen, yang memperlihatkan perhatiannya melalui ungkapan nonverbal, dianggap lebih berempati. Mereka juga merujuk pada psikolog bila dibutuhkan.

Kata kunci: ECC, penggunaan rasional analgetika, kualitas pelayanan

In Indonesia, a lot of people still do not have necessary health awareness. At 2010, only a small part of Indonesian citizens owned necessary health insurance. On the other hand, many people still possess irrational belief in cures. One of this was the cultural-social-psychological phenomenon of "Muhammad Ponari", a child with his perceived miraculous black stone that is believed to have a magic curing for many different illnesses exposed by the mass media, is one example of the complexity of health seeking behaviour of people in Indonesia (Ilmie, 2009). People seem to be irrational in expecting cures of their miseries from a child and his black stone. Another

inference is that many people are not covered by modern medicine and health services provided by the government in health centres'. The services in health centres' are supposed to be covered by public health insurance system, yet there are not too many people who are covered by the system. Meanwhile, Ponari's stone seems to be their last hope. While most people in developed countries have the access to good quality of health care and services, people in developing countries like Indonesia are still struggling in the availability of good quality of health care and services that supposed to be their rights.

One of human miseries is pain whether it is related to any illness experienced by the patients or other cause such as psychological pain reflected in the patients' bodies. Besides cultural "cures", behavioural medicine offers psychological intervention possibilities. Whatever

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