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**PSYCHOLOGICAL ASSISTANCE MODEL FOR PATIENTS AT
MUHAMMADIYAH PONOROGO HOSPITAL**

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Abstract

Basically, an individual's Physical and Mental Health will be interrelated with each other. Patients who are diagnosed with chronic illnesses and require hospitalization are at high risk of experiencing depression, stress and anxiety which of course can have an impact on the physical health recovery process. If we look at this phenomenon, psychological assistance is really needed to support the patient's physical healing. This research aims to examine what psychological assistance services are and also how effective the psychological assistance services at the Muhammadiyah Ponorogo Hospital are as one of the health services in Ponorogo City. This research was conducted using qualitative methods, with directed interview techniques and library studies. The results obtained from the research are; (1) The Muhammadiyah Ponorogo Hospital provides psychological assistance services in the form of spiritual guidance. (2) The Spiritual Guidance Model at the Muhammadiyah Ponorogo General Hospital is in the form of; (a) Personal assistance, (b) through the media and (c) Group assistance. (3) The effectiveness of the mentoring model is influenced by two factors, namely the form of mentoring method and effective communication.

Keywords: *Spiritual Assistance, Da'wah, Psychological Assistance*

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INTRODUCTION

It is common place that a hospital provides services that are not only focused on physical treatment, but also on health services in the form of psychological assistance. Psychological assistance is the provision of assistance in the form of guidance or counseling from a counselor to the counselor in the form of providing psychological motivation/encouragement, solving problems together and bridging the client in making decisions related to the problems faced. In the context of hospitals, the psychological assistance provided is generally based on religion. Faith-based psychological assistance is a series of activities to accompany clients using steps that are integrated with Islamic values and teachings. The values of Islam lie in the provision of psychological materials that are associated with Islamic materials based on the Qur'an and Hadith in mentoring activities¹

As in the previous research that had been conducted at Salatiga Hospital, that psychological assistance with a religious basis has been implemented since 2010. With the number of counselors or binroh as many as seven people. The da'wah model used in serving its patients is guidance by prioritizing religious spirituality such as dhikr, prayer and so on. The implementation of da'wah carried out by Dr. Asmir Salatiga Hospital on the needs of patients when they need counseling for psychiatry, or soothe their spirituality when bullied by many serious diseases, or several other problems, such as providing guidance or direction that is

of a nature to make the patient's psyche comfortable (Ahmadiansah, 2019).

Psychological assistance at Salatiga Hospital is also applied to psychological assistance at Muhammadiyah Ponorogo Hospital. Muhammadiyah Ponorogo Hospital provides holistic health services by integrating psychological assistance models for patients. The form of assistance is also religious-based with the da'wah method. Although the number of counselors or binroh at Muhammadiyah Ponorogo Hospital is not as many as Salatiga Hospital, the success of the binroh in providing assistance to patients can also be considered successful. In fact, many patients who have completed treatment still maintain communication with the binroh staff at Muhammadiyah Ponorogo Hospital. In this article, it will discuss how this model can create a caring and in-depth care environment to support the psychological well-being of patients.

METHOD

The data collection method for the preparation of this article uses a qualitative method with Interview Techniques and also library research. Interview Technique is a communication process that is carried out with the aim of collecting information with a question and answer procedure between the researcher and the Informant. In this study. The researcher interviewed a head of the Spiritual Guidance section of Muhammadiyah Ponorogo Hospital, Mr. Bonaji, M.Pd directly with a Directed Interview. In addition, the researcher also uses the Study Library Technique which is a data collection method by understanding and studying theories from various previous literature and research, then comparing it with the research that has been carried out. Data collection is carried out by looking for

¹ Ihsan, R. N. H., A.W, S., & Nugraha, S. (2019). Rancangan Modul Pedampingan Psikologis Berbasis Agama Dalam Penurunan Simtom Stres. *SCHEMA (Journal of Psychological Research)*, Volume 5, 69–78.

related sources from various journals, research articles and also existing books.

RESULTS AND DISCUSSION

Psychological Assistance Services at Muhammadiyah Ponorogo Hospital

The condition of sick people, both physically and psychologically, is very diverse. Some are in the acute stage, some are already in the chronic stage. Likewise, the types of diseases experienced are also diverse, ranging from known types of diseases to new diseases that have not been found to be treated, treatment and even causes. In addition, among the types of diseases suffered, there are those that are prolonged. All of these situations often give rise to emotional responses from sufferers, such as rejection, anxiety, depression, and despair until some decide to end their lives².

Muhammadiyah Ponorogo Hospital has taken an extraordinary initiative in providing holistic health services by introducing the Spiritual Guidance (Binroh) program as part of patient care. This service is carried out by Binroh officers, aiming not only to overcome physical challenges, but also to provide emotional and spiritual support to patients. This approach understands that mental health is inseparable from the spiritual dimension and spiritual life³. Spiritual guidance at RSU Muhammadiyah Ponorogo provides special assistance to help patients overcome emotional challenges, anxiety,

and stress that can affect their physical healing process.

At Muhammadiyah Ponorogo Hospital, all inpatients are required to receive assistance at least once with Binroh. The form of assistance itself is adjusted to the patient's condition and needs. If the patient is still able to communicate, then the form of assistance is in the form of leading to worship such as prayer, teaching taharah (Wudhu/Tayamum) then the patient is asked to pray, dhikr, sincerity and good intentions. Psychologically, patients must experience stress, anxiety, and depression, so the assistance provided is to encourage patients to dhikr, pray, pray and also read the Qur'an for Muslim patients. Assistance and guidance can be carried out in the patient's room, in the mosque, in the poly or anywhere according to the patient's and family's request and comfort

Considering the background of the hospital from Muhammadiyah, Binroh at Muhammadiyah Ponorogo Hospital is not only focused on Muslim patients, but on all patients at Muhammadiyah Ponorogo Hospital. If there are non-Muslim patients, then the Binroh service will collaborate with the office of the Ministry of Religion to help provide or appoint the spiritual officer in question. The appointed officer will help pray for the patient and guide his Spirituality in accordance with his religious teachings with notes, when in the implementation he does not disturb other patients

The stages of guidance services are directed at efforts to increase the motivation and confidence of patients to recover through giving advice to always get close to God and pray for healing from Him, giving advice to always be patient and trusting Through guidance services like this, it is intended that the emotional response in the

² Riyadi, A., Hadziq, A., & Murtadho, A. (2019). Bimbingan Konseling Islam Bagi Pasien Rawat Inap Semarang Islamic Counselling Guidance For Inpatients. *Jurnal SMART Studi Masyarakat, Religi Dan Tradisi*, 05(01), 85–99.

³ Handayani, E. (2018). Bimbingan Rohani Muhammadiyah dengan Pendekatan Psikologis dan Spiritual pada Penanganan Pasien Rawat Inap RS Muhammadiyah. *Jurnal Smart Keperawatan*, 5(1), 61.

form of rejection, anxiety, and despair that plagues patients can be minimized, so that the patient's healing process becomes faster. For terminal patients (low hope of recovery), Binroh will perform Talqin to patients and also teach their families to do Talqin. Patients who are depressed, excessively restless and hysterical while they have been treated according to medical SOPs, Binroh will take a rukyah approach. Rukyah is carried out according to the needs and requests of the patient's family.

According to Bonaji, as the chief of staff of Binroh stated, the background of the holding of psychological assistance services at RSU Muhammadiyah Ponorogo is, because RSUM Ponorogo is one of the Muhammadiyah Charities which also has a function as a da'wah medium, the purpose of providing this Binroh service is not only to be able to guide the spirituality of patients but also to be a da'wah medium. Bonaji also said that those responsible for providing assistance are all Binroh Staff who work with doctors at the RSUM to provide information about the condition of patients who need assistance, This effective communication is carried out through existing chat groups for time efficiency.

Muhammadiyah Hospital with its teachings and da'wah to always guide every employee, nurse, doctor, patient and also family who are waiting for patients to participate in education and strengthening their spirituality. Because, the disease contained in the patient is able to have an effect or impact on the mentality of the family that accompanies it. So, this makes families and nurses must also need guidance or reinforcement by Spiritual Supervisors.

Psychological Assistance Service Model at Muhammadiyah Ponorogo Hospital

Hospital psychological assistance is an integral part of counseling in the service setting of health institutions, its implementation has differences from counseling in formal educational institutions. The difference lies in the work steps, the perspective on the patient and the patient's secrets as a counselor, the practice of working in the form of a collaborative team, as well as the counseling session which is on average shorter so it is called a single session or brief focused counseling⁴. This is understandable because the hospital setting has strict work regulations, short time, and work protocols that are patterned in various forms of standard work procedures (protap)⁵. Therefore, it is very necessary in the mentoring process to require cooperation between families, patients themselves, and all hospital staff. With a minimum of time in each mentoring session, usually the hospital will provide assistance in the form of spiritual assistance with a da'wah model. This is also the same application to Muhammadiyah Hospital as part of the Islamic da'wah approach in Muhammadiyah, a model used in psychological assistance in the form of spiritual assistance. Binroh works closely with patients to support their spiritual aspects, providing strength and serenity in the face of health trials.

This spiritual assistance is not only aimed at the patient, but also to all parties involved, such as staff and family. According to Bonaji, as the head of Binroh staff, in his field practice there are various models of spiritual assistance services. (1)

⁴ Bor, R., Miller, R., Lutz, M., & Salt, H. (2009). *Counseling in Health Care Setting*. New York: Palgrave Macmillan.

⁵ Arifin, I. Z. (2014). Bimbingan dan Konseling Islam untuk Pasien Rawat Inap di Rumah Sakit. *Jurnal Ilmu Dakwah*, 6(1), 170.

Personal assistance, usually the binroh will come to each inpatient room. Binroh will begin to convey his da'wah such as an invitation to dhikr, prayer, or other worship. Not only in the inpatient room, but binroh also provides services at the Poli and also the Mosque. For these two places, it only applies to casetics. (2) Through the media, binroh collaborates with the hospital promotion sector to hold education related to programs and fields/services in the hospital. In addition, there are also recitations that are routinely carried out in mosques or loudspeakers available in every corner of the hospital. (3) group assistance, binroh in collaboration with the Indonesian Diabetic Gymnastics Association which is held every Saturday. Binroh gave his message or da'wah when the gymnastics was finished.

From the various assistance models above, the treatment of each patient also has differences. Considering from various conditions and backgrounds of patients in the hospital, the staff of Muhammadiyah Hospital have received their respective task plots. According to Bonaji, as the head of Binroh staff, the handling of patients themselves is divided into two, namely (1) Based on conditions. Based on this condition, patient treatment is further divided into two types, namely (a) Patients with mild conditions, this type of patient is usually handled directly by Binroh staff who go around each room. The technique used for this type of patient is usually binroh will invite the patient to practice worship, such as dhikr, reading the Qur'an, prayer, and other worships. (b) Patients with severe conditions, this type of patient is usually directly handled by the head of Binroh himself. This severe condition can be classified as a terminal case or a fatal

one. (2) Based on background. Based on background, patient handling is further divided into 2 types, namely (a) Educational background that is middle to lower. Patients with a secondary to lower education background are usually directly handled by the binroh staff themselves. However, with the record of the patient's condition is with a mild condition. If the patient's condition is classified as severe, it will be immediately handled by the binroh train itself. (b). Secondary to upper secondary educational background. Patients with this background are immediately handled by the head of binroh.

Effectiveness of Psychological Assistance Services at Muhammadiyah Ponorogo Hospital

There are various factors that can affect the success or effectiveness of psychological assistance for inpatients in hospitals. These factors include :

a. Forms of mentoring methods

In a study that has been conducted at the Salatiga Regional Hospital, the da'wah method carried out by clergy or counselors is considered quite effective, considering the condition of patients when they are sick, most of them feel that this disease is the toughest ordeal that finally weakens their faith. And with this da'wah method, counselors can help restore the integrity of the faith of patients or even their families⁶. According to Bonaji, as the head of Binroh staff, all mentoring models with this da'wah method are also considered very effective. According to him, the effectiveness of the mentoring model cannot be measured in degree. Because each patient has their own treatment

⁶ Ahmadiansah, R. (2019). Model Dakwah dalam Pelayanan Pasien. *IJIP : Indonesian Journal of Islamic Psychology*, 1(2), 215-242.

conditions. And the output provided by patients is also different. This comes back to the patient's own condition and beliefs. Bonaji also stated that the impact seen from this spiritual assistance is usually an increase in the quality of worship from patients or families. Like at first I never read the Qur'an, so I often read the Qur'an.

b. Effective communication

It is important for all hospital staff and patients and families to have effective communication to ensure a good understanding and achievement of companion goals⁷. This is also done and maintained by all staff at Muhammadiyah Ponorogo Hospital. Medical staff, patients, and patients' families always work together to be able to provide effective services and assistance. Binroh tries to be able to convey his da'wah carefully, because usually the families of inpatients are more sensitive to their feelings. If binroh or other medical staff are not careful in conveying information, they will usually be offended and may even not accept the da'wah conveyed. It should be underlined that, binroh itself is not part of the form of psychologist, it can be said that binroh is an ustadz who guides the spirituality of all patients and families in Muhammadiyah General Hospital. So the impact that can be seen from the spiritual assistance carried out by binroh is more on spiritual improvement. However, it is also

undeniable that, from the improvement of spirituality, this will also still have an impact on psychological conditions. It can be said that this spirituality cannot be separated from the aspect of a person's psychological state.

CONCLUSION

From the results of the research that has been carried out, it can be concluded that in Muhammadiyah Ponorogo Hospital there is a psychological assistance service in the form of Spiritual Guidance. Because the background of Muhammadiyah Ponorogo Hospital is included in Muhammadiyah Charity, Spiritual Guidance is not only used as psychological assistance, but also used as a media for Hospital Da'wah. There are several mentoring models at Muhammadiyah Ponorogo Hospital, including; (1) Personal assistance, (2) Through the media and (3) Group assistance. In the treatment of patients themselves, it is also divided into two, namely based on condition (mild and severe) and also based on background. The effectiveness of the mentoring model used at Muhammadiyah Ponorogo Hospital itself is influenced by two factors, namely the form of mentoring methods and effective communication.

⁷Rosemary, R., Khairani, M., & Azman, Z. (n.d.). *Pendampingan Psikologis Dan Komunikasi Efektif Para Relawan Penyintas Kekerasan Seksual Di Yakesma, Baitussalam, Aceh Besar*. 28–35.

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