



The Relationship of Integrated Geriatric Assessment and Effective Communication Towards Holistic Nursing Care With *Caring* Nurse Behavior as an Intervening Variable at Islamic Hospital Siti Khadijah Palembang City

Hubungan Asesmen Geriatri Terintegrasi dan Komunikasi Efektif Menuju Asuhan Keperawatan Holistik dengan Perilaku Caring Perawat sebagai Variabel Intervening di Rumah Sakit Islam Siti Khadijah Kota Palembang

Pravitasari

Universitas Esa Unggul
vita@student.esaunggul.ac.id

Ratna Indrawati

Universitas Esa Unggul
ratna.indrawati@esaunggul.ac.id

Anastina Tahjoo

Universitas Esa Unggul
anastina.tahjoo@esaunggul.ac.id

Abstract

In the world of health, Holistic Nursing Care is a standard with a multi-disciplinary approach through integrated and holistic assessment. Geriatric patients have complex needs that must be identified to address the needs that must be met by a hospital service to provide patient survival, quality of life and satisfaction. Holistic nursing care is influenced by several variables such as integrated geriatric assessment and effective communication. In addition to these two variables, there are other variables that can affect this relationship, one of which is the caring behavior of nurses. The purpose of this study was to analyze the relationship between Integrated Geriatric Assessment and Effective Communication of Holistic Nursing Care with Nurse Caring Behavior as Intervening Variables at Siti Khadijah Islamic Hospital, Palembang City. This research is explanatory research with a quantitative approach in the form of causality using 7 hypotheses with a sample of 80. The conclusion in this study is that there is a significant relationship between integrated geriatric assessment and effective communication on nurse caring behavior and holistic nursing care, besides that caring behavior turns out to be able to Intervene a significant relationship between integrated geriatric assessment and effective communication of holistic nursing care. Meanwhile, another significant relationship is between the caring behavior of nurses and holistic nursing care at Siti Khadijah Islamic Hospital, Palembang. The theoretical implications of this study will prove the effect of research variables and managerially will further improve the evaluation system for the quality of nursing care for geriatric services in hospitals and the overall management of geriatric patients for healthy old age.

Keywords: *holistic nursing care, integrated geriatric assessment, effective communication, caring nurse behavior*

Abstrak

Dalam dunia kesehatan Asuhan Keperawatan Holistik merupakan sebuah standar dengan pendekatan Multi disiplin melalui asesmen terintegrasi dan holistik. Pasien geriatrik memiliki kebutuhan kompleks yang harus diidentifikasi untuk mengatasi kebutuhan yang harus dipenuhi oleh sebuah layanan rumah sakit untuk memberikan kelangsungan hidup, kualitas hidup dan kepuasan kepada pasiennya. Asuhan keperawatan yang holistik dipengaruhi oleh beberapa variabel seperti asesmen geriatrik yang terintegrasi dan komunikasi yang efektif. Selain kedua variabel tersebut ada variabel lain yang mampu mempengaruhi hubungan tersebut salah satunya adalah perilaku caring perawat. Tujuan penelitian ini adalah untuk menganalisis Hubungan Asesmen Geriatrik Terintegrasi dan Komunikasi Efektif terhadap Asuhan Keperawatan Holistik dengan Perilaku Caring Perawat sebagai Variabel Intervening Di Rumah Sakit Islam Siti Khadijah Kota Palembang. Penelitian ini adalah penelitian explanatory research dengan pendekatannya kuantitatif dalam bentuk penggunaan kausalitas 7 hipotesis dengan sampel 80. Kesimpulan dalam penelitian ini adalah terdapat hubungan yang signifikan antara Asesmen geriatrik terintegrasi dan komunikasi efektif terhadap perilaku caring perawat dan asuhan keperawatan holistik, selain itu perilaku caring ternyata mampu mengintervensi hubungan yang signifikan antara Asesmen geriatrik terintegrasi dan komunikasi efektif terhadap asuhan keperawatan holistik. Sedangkan hubungan lain yang signifikan antara perilaku caring perawat terhadap asuhan keperawatan holistik di Rumah Sakit Islam Siti Khadijah kota Palembang. Implikasi penelitian ini secara teori akan membuktikan pengaruh variabel penelitian dan secara manajerial akan semakin memperbaiki sistem evaluasi kualitas asuhan keperawatan pelayanan geriatrik di rumah sakit dan tata laksana menyeluruh bagi pasien geriatrik untuk masa tua yang sehat.

Kata kunci: *asuhan keperawatan holistik, asesmen geriatri terintegrasi, komunikasi efektif, perilaku caring perawat*

INTRODUCTION

The Health industry, especially hospitals there are various forms of health services, one of the forms of health services is geriatric patient services. Geriatric services mostly occur in the elderly. The health of the elderly is one of the focuses in the care of geriatric patients whose scope of service is very wide and requires a very detailed form of attention. Elderly disease characteristics generally have one or more chronic conditions that gradually accumulate and affect their daily functioning and quality of life, tending to experience "yo-yo" or fluctuations, with diminishing abilities. As a result, they typically receive health care on an ongoing basis for chronic and acute conditions. Even when an acute condition is the focus of treatment, the interaction between the chronic condition and one or more of the acute conditions is likely to affect the treatment. Nursing care is a holistic basic need that is urgently needed by patients. It is based on the status of patients who are bio-psycho-sociocultural and spiritual beings who can respond holistically to changes in health or in critical circumstances (Sadiq, 2019). To carry out care for the elderly requires good and proper holistic nursing care.

Holistic care becomes a concept and this adaptation is a concept that must be understood by nurses in order to provide quality nursing care to patients (Alligood, 2018). Holistic nursing comes from modern and traditional health care practices as well as nurse and patient experiences, emotions, beliefs in health and patient values. The essence of holistic helps empowers patients to take advantage of biopsychosocial needs in improving quality of life and adapting to changes caused by disease. Holistic nursing comes from modern and traditional health care practices as well as nurse and patient experiences, emotions, beliefs in health and patient values. A holistic approach is needed to see the patient as a biopsychosocial and existential unity, in the form of a patient-centered health service concept or Patient Centered Care, and an effective communication between doctors and patients is built based on the concept of patient-centered services called doctor-patient communication with patient-centered (Larasati, 2019). Holistic care problems in the form of filling out incomplete assessments, as well as geriatric criteria that do not understand and the old Length of Stay (LOS) level and coordination between team disciplines are not optimal. Holistic Concepts become very important for these geriatric patients, so it is necessary to know what factors influence them such as geriatric assessment, effective communication and caring behavior of nurses.

When nurses care for sick elderly patients, they deal not only with acute conditions but also the interaction between acute and chronic conditions. In addition to having more chronic conditions, the elderly have serious pathological conditions (e.g. cancer) and neurodegenerative conditions (such as dementia) that harm their health occur in younger sufferers (Halter et al, 2017). To find out this, an initial assessment is needed to determine the condition of geriatric patients in an integrated manner. Integrated geriatric assessment services are needed to determine the patient's condition as a whole. The health of the elderly often fluctuates unexpectedly and is usually influenced by a variety of interacting conditions due to disease conditions as well as vague or typical manifestations and other far-reaching impacts. Problems in geriatric assessment are often caused because the initial assessment filling process is not optimal, manpower with a gnostic certificate is still lacking and supporting facilities are not complete and optimal. This makes it necessary to analyze the lives of the elderly before providing services on time. The experiential measure of the interpersonal aspects of care can be a useful indicator consisting of the results of the quality of life of elderly patients. Furthermore, there are communication factors to build trust and safety in the relationship between nurses and elderly geriatric patients (Sumardin et al, 2020).

In addition to integrated geriatric assessment, communication is also very important in the nursing of geriatric patients. In the concept of patient-centered health care or Patient Centered Care, it is necessary to build effective communication between doctors and patients based on the concept of patient-centered services (Larasati, 2019). Health workers must practice collaboration well and not carry out health services individually. One of the factors that hinder the implementation of interprofessional collaboration is due to poor communication between professions (Ridar & Santoso, 2018). To improve communication in interprofessional collaboration is to use an integrated patient progression record (CPPT). This integrated recording method is expected to improve effective communication between professions which has an impact



on service quality. This is necessary due to the impact of poor management, communication and attention to the patient and the patient's family. Communication is an important solution of holistic care, because elderly patients need nurses who are willing to listen and understand what they are feeling. This behavior requires the nurse to behave in a caring manner towards the geriatric patient.

In service satisfaction, the most important thing is the perception of the patient, not the actual things as the manufacturer or service provider thinks, so the public often judges the good and bad of services in the hospital depending on how the nurse performs (Nursalam, 2008). It requires special abilities and social care that includes intellectual, technical and interpersonal communication skills reflected in caring and compassionate behavior (Karo, 2019). Professional care should be able to implement nurse caring behaviors in carrying out nursing care. Caring can affect a person's life in interpreting and triggering a more satisfying existence (Watson, 2010). Caring is necessary to maintain the relationship between nurse and patient, care as protection and support for the best interests of the patient, care as a nursing intervention, care as a contextual relationship for various aspects, care as a way of life, and care as a way to understand the essence of nursing (Watson, 2015). If the nurse's caring behavior is not implemented properly, it will have a detrimental impact on the patient and the nurse herself and the hospital where the nursing care is provided (Karo, 2019). Because this caring problem is often a problem that arises in every hospital and clinic for geriatric patient care. Nurses as health professionals have a great opportunity to provide health services, especially holistic nursing services or care to patients (Wijaya et al, 2018).

There have been many studies that examine the influence of geriatric assessment, communication, caring behavior on holistic nursing such as research conducted by Ayuningtias (2017) on therapeutic communication in the elderly in Graha Werdha Aussi Kusma Lestari, Depok states that elderly patients really need good communication and empathy and sufficient attention from various parties, the results of this study recommend the need for an upbringing approach holistic with techniques of communicating in elderly patients well. Research conducted by (Putri & Ngasu, 2021) states that there is a significant relationship between caring nurse behavior and therapeutic communication, where the results of her research show that communication and caring behavior of nurses have an impact on patients with satisfaction with the quality provided in nursing services. Abu Bakr et al. (2018) proved that there is an influence of nursing and service factors on Islamic caring. In addition (their study explained elderly patients in geriatric acute care rooms with the domain of the Geriatric Patient Plenary Approach (P3G) using the retrospective cohort research method and the status of medical records of elderly patients obtained the results of the prediction model resulting in a significant total score of P3G domains.

Research (Chavez, 2018) that conducted a study on 65 nurses who provided care for patients over 65 years of age resulted in that strict nursing interventions were indispensable and resulted in cost-effective care. Then the study (Bachmann, 2021) resulted in that inpatient rehabilitation designed specifically for geriatric patients and carried out gerontic nursing comprehensively the treatment period became shorter and improved function-related outcomes when compared to the control group. Likewise, the research conducted by (Palmer, 2018) states that in creating an acute care model for geriatric patients with the involvement of all interdisciplinary teams, nursing care with holistic and comprehensive studies and modifications of the physical environment of the hospital that is able to support the patient's personal needs safely and according to the patient's ability, a patient-centered approach, and planning for a quality care and medical transition with Implementing a structured process, the team completed a geriatric assessment and followed clinical guidelines/clinical practice guidelines.

The novelty of this study is to look at the relationship of integrated geriatric assessment and effective communication in conducting holistic nursing care intervening by nurse caring behavior. This research was conducted in 2023 with the location of the study conducted at an Islamic hospital in the Palembang area. This study added behavioral variables as moderation variables and integrated them into the research. This moderation variable is expected to be able to have a very significant impact and influence on holistic nursing run by Islam Hospital in Palembang. In previous studies, more research has shown how comprehensive geriatric

assessment relates and influences geriatric service outcomes with the addition of effective communication techniques with the elderly, as well as caring behavior forms in caring for geriatric patients. In particular, this study makes holistic nursing care a dependent variable with caring nurse behavior as an intervening variable. Integrated geriatric assessment and effective communication as independent variables together have also not been specifically studied.

The purpose of this study was to analyze the simultaneous relationship between integrated geriatric assessment, communication and caring behavior towards holistic nursing care, and intervening variables of caring behavior nurses were able to intervene in geriatric assessment and communication towards nursing care at Siti Khadijah Islamic Hospital in Palembang. In addition, another objective is to analyze the significant relationship between integrated geriatric assessment, effective communication towards holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. To analyze the significant relationship between integrated geriatric assessment, effective communication, and caring behavior of nurses at Siti Khadijah Islamic Hospital in Palembang. To analyze the caring behavior of nurses are able to intervene in the relationship of geriatric assessment and effective communication to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. Based on this presentation, the author is interested in conducting a study entitled "The Relationship of Integrated Geriatric Assessment and Effective Communication to Holistic Nursing Care with Caring Nurse Behavior as an Intervening Variable at Islamic Siti Khadijah Hospital in Palembang City".

Holistic Nursing Care

Holistic nursing as a health nursing care approach that examines the balance of biological, psychological, social, and spiritual needs as human wholeness. The philosophy and purpose of holistic nursing is to enhance the art of nurturing and caring as a whole human being (Dossey & Keegan, 2013). The integrity of care depends on our relationship with each other, our environment and what gives our life meaning. Holistic nursing refers to the balance between arts and sciences in its balance that emphasizes analytical and intuitive skills, self-care skills, and the ability to care for patients using the interconnectedness of body, mind, and spirit (Dossey & Keegan, 2013). According to (Delaune and ladner, 2011) holistic nursing care in its application includes the Patient-Centered Care (PCC) Model. The model was developed at Griffin Hospital. The PCC model uses a holistic treatment model that promotes healing across all dimensions (mental, emotional, spiritual, social and physical). Holistic nursing is the standard and quality of care focuses on the effectiveness of nursing interventions (Kalideen et al, 2020).

The Treatment Process consists of 4 stages namely: Assessing, Diagnosis, Plan, intervention and implementation, Evaluation (Potter and Perry, 2013). According to (Mariano, 2017) said that the integrated treatment plan (Comprehensive Care) consists of: Biopsychosocial Aspects, Physical Assessment, Psychological Assessment, Functional Status Assessment, Nutritional Status Assessment. In the process, the role of nurses that can be developed to care for the elderly, based on the aging process that occurs, namely: Biologic (physical) changes, social changes, psychological changes, Environmental approaches, Wellness / wellbeing.

Integrated Geriatric Assessment

Geriatrics is a medical discipline that focuses on prevention, diagnosis, treatment, and services to elderly patients (Aryana et al., 2018). According to the Regulation of the Minister of Health of the Republic of Indonesia Number 79 of 2014 concerning the Implementation of Geriatric Services in Hospitals, geriatric patients are elderly patients with multiple diseases and / or disorders due to decreased organ, psychological, social, economic and environmental functions that require integrated health services with a multidisciplinary approach that works in an interdisciplinary manner. There are artistic changes in the elderly so a specific approach is needed. Age-related physiological changes in most organ systems affect the interpretation of diagnostic tests and the response to treatment. In addition, the average 75-year-old suffers from 3 to 5 chronic diseases (Reuben et al., 2017). Comprehensive geriatric care covers physical, mental health, functional status, social and environmental activities Singh, 2016).

The management of geriatric patients with a plenary approach requires a special approach referred to as comprehensive geriatric assessment (CGA) (Reuben et al., 2017). The planers geriatric approach is multi-dimensional study/assessment, namely the assessment of medical problems (medical diagnosis), the assessment of functional status (functional diagnosis), the



assessment of cognitive mental status and emotions/affections (psychological), the assessment of nutritional status and the assessment of socioeconomic conditions. Existing assets (social, psychological and biologic assets) to be improved in order to obtain optimal management results in terms of curative (if still possible), rehabilitative and preventive. According to (Cesari & Theou, 2017), geriatric services address complexity with a holistic approach to multidisciplinary team assessment and multidimensional intervention. According to (Alkema, 2019) geriatric patient assessment has dimensions, including: General / Physical Health Assessment, Functional Assessment, Psychological Assessment, Psychosocial Economic Assessment, Nutrition Assessment / Nutritional Status.

Effective Communication

Developing communication skills requires an understanding of the communication process and reflection on one's communication experience as a nurse. Nurses who develop critical thinking skills will be the best communicators. They take advantage of theoretical knowledge about communication and integrate this knowledge with knowledge previously learned through personal experience. They interpret messages received from others, analyze their content, make inferences about their meaning, evaluate their effects, explain the reasons for the communication techniques used, and evaluate communication skills (Townsend, 2018). According to (Potter and Perry, 2013) states that communication between nurses and patients is also called therapeutic communication. Therapeutic communication is a process developed by nurses to study clients, in which the nurse uses a planned approach and conducts directed interpersonal relationships that focus on the client. Nurses respect the needs of patients by paying attention to patients, meeting patient needs and assisting in the healing process (Byod et al., 2014). When considering a patient's problem, it is important to apply critical thinking standards to ensure effective communication (Potter and Perry, 2013).

According to Byod et al., (2014) states that professional behavior reflects warmth, youthfulness, self-confidence, and competence. Professionals speak in a clear, well-modulated voice; use good grammar; listening to others; helping and supporting colleagues; and communicate effectively. Be punctual, organized, well prepared, and equipped for responsibility. The role of nursing in carrying out / communicating professionalism as follows: Politeness, Use of name, Trustworthiness, Autonomy and Responsibility, Assertiveness. Therapeutic Communication Techniques. Active listening. Sharing Hope. Sharing Humor. Sharing Observations. Sharing Empathy. Sharing Feelings. Using Touch. Using silence. Provide information. Clarify, Focus. Potter and Perry (2013) state that the style of communication between patients and health workers is a key component of medical assessment and is central to forming therapeutic relationships. Specifically, the communication approach in the elderly is based on 4 aspects, namely the physical, psychological, social and spiritual approaches.

Caring Behavior

Watson (2010) caring is an action used by nurses to provide health services to their patients, caring is a form of nurse concern for patients as a form of attention, appreciation and being able to meet patient needs. According to Alligood (2018) mentioned that Caring is at the core of a nurse's ability to care in a therapeutically respectful way. Caring is specific and relational for each nurse-patient meets. Care and knowledge as the core of nursing, with caring being a key component of what nurses bring to the patient's experience, believe in the practice of caring as the core of nursing, which illustrates the basis in the unity of universal human values (kindness, care and love for oneself and others) caring described as the moral ideal of nursing (Dossey & Keegan, 2013). According to (Bent et al., 2018) states that caring behavior as a professional framework has practical implications for changing nursing practice. advancing professional practice to better meet patient needs and informing the development of sensitive nursing indicators for quality outcome assessment and evaluation of nursing care.

According to (Watson, 2010) caring is a universal phenomenon that influences the way people think, feel and behave in relation to each other. Caring behavior is at the core of a nurse's ability to work with all patients in an honorable and therapeutic way. (Boykin et al, 2018) say that caring is a heart profession, meaning it is a fundamental component of the central and unique focus of nursing Caring is Primary for nursing practice and nurturing.

Simultaneous Relationship of integrated geriatric assessment, communication and caring behavior towards holistic nursing care at Siti Khadijah Islamic Hospital in Palembang

Holistic Nursing Care is an integrated and comprehensive service for the elderly who carry out treatment at Siti Khadijah Islamic Hospital in Palembang. The upbringing is strongly influenced by the various situations and conditions that affect it, such as integrated geriatric assessment, communication and caring behavior of the nurse. These three factors simultaneously have a huge impact on Holistic Nursing Care. Geriatric assessment is important in order to establish diagnosis and treatment, although communication and caring behavior are also important. More accurate geriatric assessments, as well as strong communication will also have an impact on the Holistic Nursing Care of Elderly patients. In addition, high caring behavior will also affect the Holistic Nursing Care of elderly patients at Siti Khadijah Islamic Hospital in Palembang.

H1: There is a simultaneous relationship between integrated geriatric assessment, communication and caring behavior towards holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.
The relationship of integrated geriatric assessment to holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.

Aged care is a major and urgent public health issue so many policies need to be made. Despite many efforts to address the utility of elderly patients, many elderly people are frail and need urgent care to access acute hospital services. The primary care model provided in acute hospitals tends to be medically focused only, but a seemingly effective evidence-based approach is to use a holistic treatment model, provided by interdisciplinary teams that embed geriatric competence into their services. According to research (Conroy & Turkin, 2016) it reviews the role of holistic care called Comprehensive Geriatric Assessment that can be used as an organizing framework to guide future acute care to better meet the needs of complex elderly people.

According to research (Donald et al, 2016) generate interventions when providing care to the elderly in different care settings, and to explain the role and components of the interventions developed fifteen developed studies. Integrative, Multi-component and continuous follow-up practice nursing care, reducing re-hospitalization, and improving patient and caregiver satisfaction. Advanced practice nurses are integrated in multidisciplinary teams and the key interventions used are patient education, multidimensional assessment, and multidisciplinary team coordination.

H2: There is a significant relationship between integrated geriatric assessment of holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.

The relationship of effective communication to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang.

A key aspect of taking good care of the elderly is communication. It involves special treatment in communicating with people with sensory and/or cognitive impairments (eliminating sources of extraneous noise; slowly not screaming; good eye contact to allow reading lip movements; using questions in simple language). It also includes communicating with relatives or caregivers (who may also experience communication barriers) and doing so through the lens of function (disease-specific symptoms may be absent, but can be inferred from changes in function or behavior). Often there will be information about past medical history, drugs and so on available in correspondence or accompanying computer records. Ensuring this information prior to discussions with patients/caregivers allows time to be focused on obtaining information that helps advance diagnosis and management, rather than repeating or duplicating. The main feature of CGA is communication between professionals, similarly when a person is transferred or discharged from acute care, effective communication with other health care providers is essential (Turpin & Conroy, 2016)

According to main results of the study were patient satisfaction with communication about cancer-related concerns suffered by elderly patients, and caregiver satisfaction with communication about patient concerns related to aging. They were very satisfied with the communication made on each visit to the room. Its conclusions and relevance include the geriatric team in oncology clinical visits for geriatric patients with advanced cancers improving patient- and caregiver-centered communication about concerns related to cancer.



H3 : There is a significant relationship between effective communication and the results of holistic and comprehensive geriatric treatment at Siti Khadijah Islamic Hospital Palembang.

The relationship of geriatric assessment is integrated with nurse caring behavior.

According to (Ribeiro & Marques, 2017) in his research mentioned that geriatric upbringing is built on relationships that are intertwined and complete and have meaning. Various ways and means to provide comfort aim to facilitate/ improve care, relieve discomfort and/or build potential comfort. Ways and means to provide comfort are centered on strategies to promote care mobilized by the nurse and recognized by the patient (clarification/information, positive interaction/communication, music therapy, touch, smile, unconditional presence, empathy/close relationships, integrating the elderly or family as partners in care, relieving discomfort through massage/mobilization/therapy) and at certain moments of comfort (first contact, during personal hygiene, and family visits), which are the basis of care/comfort. Providing comfort is a complex of actions such as pain relief and feeding and drinking. It also includes paying attention to the manifestations of stress, taking into account all the dimensions of the human being and providing measures to alleviate suffering. Nursing interventions obtained after conducting a comprehensive review.

According to research, (Wei et al, 2018) generating experience and satisfaction of patients and nurses has become a top priority in achieving quality services. The production of high-quality care requires the competence, altruism, responsibility and empathy of healthcare providers. The care of patients and families not only diagnoses and treats the physical illnesses of patients but also takes care of their hearts and souls. Caring physicians and nurses have characteristics that promote for patient experience, compliance, and patient outcomes.

H4: There is a significant relationship between integrated geriatric assessment and caring behavior of nurses at Siti Khadijah Islamic Hospital in Palembang.

The relationship of effective communication with caring behavior of nurses.

According to (Kornhaben et al., 2016) effective communication with caring behaviors in their research is closely related to improving patient satisfaction, interpersonal communication built continuously supported by empathy will improve the quality of life of elderly patients. Meanwhile, according to research (Conroy & Turpin, 2016) states that the experience of the interpersonal aspect of care is a useful indicator for the quality of life of the elderly. Giving a great sense of comfort and trust in patients is proven to achieve faster healing.

H5: There is a significant relationship between effective communication and caring behavior of nurses at Siti Khadijah Islamic Hospital, Palembang City.

The caring behavior of nurses is able to intervene in the relationship of integrated geriatric assessment to holistic nursing care at the Siti Khadijah Islamic Hospital, Palembang City.

Geriatric disorders such as functional disorders and dementias are common and often not recognized or not adequately treated in older adults. Identifying geriatric conditions by conducting geriatric assessments can help doctors manage these conditions and prevent or delay complications." Geriatric syndrome" is a term often used to refer to a common health condition in older adults and often has multifactorial causes (Reuben et al, 2017). In a holistic way of nursing care, the result of the model built in nursing is a psychological concept in the form of support and relationships. Then the concept of cognitive function includes elements of attention, memory and human consciousness. And the concept of communication with related elements such as dialogue i.e., speaking and communicating by receiving and sending messages (Goes et al, 2020). In the study (Ribeiro & Marques, 2016) entitled Geriatric care: ways and means of providing comfort contains about the scope of geriatric care structure, clarifying/notifying as the main factor for older adults to understand and decide their treatment, and it is a decisive and comforting intervention that can calm the patient's mind. It is a value associated with human dignity, and it implies the perception that each person is autonomous in decision-making about himself and his life. It seems important for patients to feel satisfied and amused with the information and they find answers to questions and doubts, in the absence of inconsistencies or contradictions. This process is based on sharing knowledge through open and transparent communication with patients/family members, which is important for successful interaction. Information management, as a type of intervention that provides comfort, is related to

psychological management. Along with the way information is transmitted and considering its organizing function with the patient/family, this is a strategy to improve comfort.

According to Tkatch (2017) says that it gives older adults the opportunity to discuss their health, how they perceive their health, and how they can adapt well to future changes. Their responses suggest that older adults may be healthy and active regardless of their condition or illness, have strong social and psychological resources and coping mechanisms, and value their ability to take care of themselves. Therefore, interventions or programs that meet their needs from a holistic perspective, integrating psychological and social components, can promote successful aging. Health management programs should provide a holistic approach to maximizing health outcomes and to promote successful aging. Key concepts of successful aging include self-perception of health, psychological and social resources, coping mechanisms, and adaptability to life changes. Researchers have not found any previous studies with exactly the same model as this study, but the relationship between their respective variables will be explained in the explanation below. On the basis of these theories and research, the researcher makes the main hypothesis as below.

H6: Caring nurse behavior is able to intervene in the relationship of integrated geriatric assessment to holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.

Caring nurses' behavior is able to intervene in effective communication relationships with holistic nursing care at Siti Khadijah Islamic Hospital, Palembang City

According to (Tkatch Study, 2017) on A Qualitative study to examine older adult key to aging successful says that this gives older adults the opportunity to discuss their health, how they view their health, and how they can adapt well to future changes. Their responses suggest that older adults may be healthy and active regardless of their condition or illness, have strong social and psychological resources and coping mechanisms, and value their ability to take care of themselves. Therefore, interventions or programs that meet their needs from a holistic perspective, integrating psychological and social components, can promote successful aging. According to research (Mohile et al, 2019) in conducting nursing interventions, effective communication is needed in using geriatric assessments in cancer patients, the care of officers in terms of paying attention to complaints and questions about the diseases they suffer shows patient satisfaction in the services they experience. Researchers have not found any previous studies with exactly the same model as this study, but the relationship between their respective variables will be explained in the explanation below. On the basis of these theories and research, the researcher makes the main hypothesis as below.

H7: The caring behavior of nurses is able to intervene in effective communication relationships with holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang.

The relationship of caring nurse behavior to holistic nursing care at Siti Khadijah Islamic Hospital in Palembang

Caring nurse behavior is a quality service by providing assistance to those in need, in this case to geriatric patients. In addition to assistance, it also supports and overcomes obstacles, or assistance to improve the quality of life or when facing illness, disability, or threats to life. Given humanely, empathetically and with eyes and serves to meet the needs of individuals and families. According to research conclusion that the concept of caring is a specific interpersonal process containing the professional knowledge, skills, personal maturity, and interpersonal sensitivity of the nurse, which results in the protection, emotional support, and fulfillment of the nurse's bio-psycho-social needs towards the patient, is a manifestation of nursing care holistically. Nurses understand care in nursing as a relationship with a patient characterized by an individual and empathetic approach, care, experience and sensitivity. Through caring, active communication occurs, providing information that reduces anxiety and leads to overcoming obstacles. This relationship helps protect the autonomy, dignity and comfort of the patient. It requires experience on the part of the nurse, and it is influenced by the environment. The personal qualities of nurses (what professional knowledge, attitudes and skills they have) and availability, reliability, and emotional and physical support are important for patients. According to research (Abu bakar & Feri Efendi, 2018) there is an influence of nursing and service factors in the form of cultural settings, namely Islamic caring with a value of $t = 7.79; 2.06$. There is an influence of Islamic concern on psychospiritual comfort with a value of $t = 2.85$. This study aims to develop an Islamic

caring model for the psychospiritual comfort of coronary heart disease patients. The conclusion is that the Islamic Caring model is a nurse's behavior that prioritizes Islamic values which include the nature of maintaining self-confidence, compassion, and competence to improve the patient's psychospiritual comfort.

H8: There is a significant relationship between nurses' caring behavior towards holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.

Based on the relationship of the variables above, the research framework is as follows:

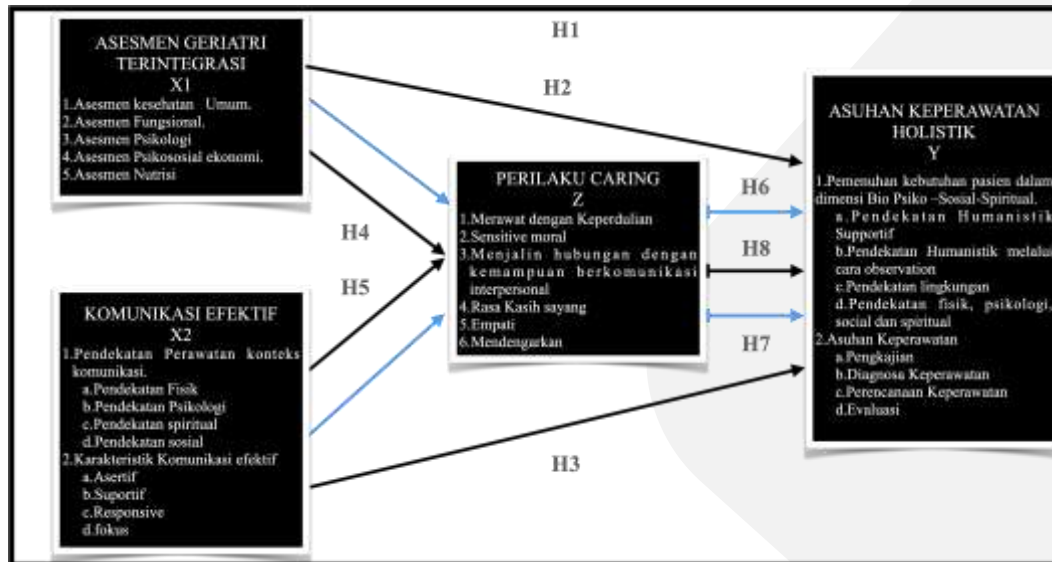


Figure 1. Concept Framework (Path Coefficient)

METODE

Measurement

The measure in this study uses a questionnaire that will be distributed in physical or electronic form with a *google form*. The scale used is the *Likert Scale* with integrated geriatric assessment variables, effective communication, nurse caring behavior and holistic and comprehensive services, the data will be assessed using a closed questionnaire, namely each statement item is provided with an answer choice in the form of a *rating scale* that expressed in numbers ranging from the smallest scale to the largest (measurement scale 1 Strongly Disagree, 2 Disagree, 3 Agree, 4 Strongly Agree).

Sample and Population

The research sample was an employee or employee of the Siti Khadijah Islamic Hospital in Palembang City who had a role in the implementation of geriatric care. The results of preliminary studies show that the total population is 80. The author took 100% of the total population of employees who directly handle geriatric patients at the Siti Khadijah Islamic Hospital in Palembang City as many as 80 respondents, because the population does not exceed 100 according to this study. The sampling technique used in this study is total *sampling* or often also called saturated sampling because the *total* population is only slightly more than 100 so that the entire population will be included in the research sample. Data is divided into primary data and secondary data. In this study, primary data was used as a source of data retrieval. Primary data sources are obtained through questionnaire activities and interviews with research subjects and by direct observation or observation in the field.

Statistical Analysis

The research method used in this study is descriptive research with a quantitative approach with an exploratory design. After the data is obtained, the data will be inputted as a *backup* data into Microsoft Excel, after which data quality testing will be carried out in the form of validity and reliability tests using statistical program applications using the *Path Analysis* model approach. Data that does not pass both tests will not be taken into account in subsequent analyses. Model *Path Analysis*. *Path Analysis* is used to analyze the relationship patterns between

variables with the aim of determining the direct or indirect influence of a set of free (exogenous) variables on bound variables (endogenous) (Sani and Maharani 2013: 74). The path coefficient (path analysis) is a standardized regression coefficient, that is, a regression coefficient calculated from a database that has been set in the standard number (Z-score). This analysis is assisted with the help of Smart-PLS (*Partial Least Square*) software Ver 3.2.8

RESULT AND DISCUSSION

Result

Descriptive Statistics Characteristics of Research Respondents

In demographics by Gender showing that female respondents were 60 people and male respondents were 20 people, the age demographic of respondents showed that the highest percentage was at the age of 35-44 years with a total of 46.3%, followed by 2nd place for the age of 25-34 years respondents at 33.8%, 3rd place for the age of respondents 45-54 years with 11.3%. While the small portion for the age of 55 years respondents was 2.5%, and for the age of respondents 20 - 24 years was 6.3%. This study showed that respondents aged 35-44 dominated in filling out the questionnaire in this study. In the education demographics of respondents, it shows that the highest percentage is in the Diploma with a total of 56.3%, followed by the 2nd place for undergraduate respondents' education at 38.7%, the 3rd place for master's education with 3.7%. Meanwhile, the respondent's doctoral education was 1.2%. In the demographics of the respondents' work units, it showed that the highest percentage was in hospitalizations with a total of 78.8%, followed by 2nd place for respondents' work units of 21.3% in Outpatient. This study showed that respondents with inpatient work units dominated in filling out questionnaires in this study. Demographics The type of work of respondents showed that the highest percentage was in general nurses with a total of 76.3%, so from this study it showed that respondents with the position of general nurse dominated in filling out the questionnaire in this study.

Tree Box Method Analysis

This analysis of the answer index per variable is to provide information and descriptions of the characteristics of the main research variables and provide an overview of the respondents' questionnaire frequency data on the perceptions of Islamic Hospital employees in Palembang based on the answers to the Integrated Geriatric Assessment indicator, obtained the average value of respondents' answers on the questionnaire showed that indicators X1.1 to X1.15 obtained values of 3.41 to 3.60 so that it showed that the average respondent was answering in agreement. In addition, the number of answer values also ranges from 265-298, this number will indicate that it is very high. The index tree box method shows that the number index is around 68.5 – 74.5 this shows that the average from X1.1 to X1.15 has a high value above 6.8 or is on a scale of 60-80 or high. This means that the average respondent answered very much in this questionnaire. The highest index value was found in the X1.1 questionnaire item which reflected the general / physical health assessment indicators, namely "geriatric patients have immobilization, instability, incontinence, insomnia and depression so that it can also increase the risk of falling" with a score of 74.5. This reflects that most nurses that to conduct geriatric assessments should be integrated by looking at the specific criteria of geriatric patients and the ballast factors of clinical symptoms.

Based on the Answers to the Effective Communication indicator, the average value of the respondents' answers on the questionnaire showed that the X2.1 to X1.24 indicators obtained a value of 2.89 to 3.40, indicating that the average respondent was answering in agreement. In addition, the number of answer values also ranges from 231-271, this number indicates that it is very high. The index tree box method shows that the index number is around 61.75 – 68.25, this shows that the average from X2.1 to X2.24 has a high value above 61 or is on a scale of 60-80 or high. The highest index value is found in the X2.17 questionnaire item which reflects the characteristic indicators of effective communication for the elderly in a supportive manner, namely about "encouraging patients to remain optimistic and think positively in the face of their illness" with an index score of 68. This reflects that effective communication is always carried out with geriatric patients through a psychological approach that is to provide support and



motivation. The average result of the effective communication indicator index is high, this means that the average respondent answered very much in agreement in this questionnaire. However, the average value of the X2.18 indicator with indicators of effective communication characteristics for the elderly in a supportive manner is about "providing the material support needed by the patient, because during the illness the patient cannot find costs for the needs of himself and his family, he also needs costs for his treatment showing an average value of 2.89 and the number of answer values at 231 and the tree box index at 57.75 which is at a moderate index. This shows that better communication needs to be built to patients to plan financially to finance treatment using insurance and other health insurance.

A descriptive analysis of the holistic nursing care variable (Y) consisted of 29 indicators. The results of a descriptive analysis conducted on the holistic nursing care variable (Y) showed that the average value of respondents' answers on the questionnaire showed that indicators Y.1 to Y.29 obtained values of 3.23 to 4.46 so that it showed that the average respondent was answering in agreement. In addition, the number of answer values also ranges from 258-278, this number indicates that it is very high. The index tree box method shows that the index number is around 66.25 – 69.25, this shows that the average from Y.1 to Y.29 has a high value above 61 and is on a scale of 60-80 or high. This means that the average respondent answered very much in this questionnaire. The highest index value (very high) is found in the questionnaire item Y.16 which reflects indicators of meeting patient needs in the biopsy Cho-socio-spiritual dimension with physical, psychological, social and spiritual approaches, namely about "giving geriatric patients space and time to worship so as to get peace of mind, enlightenment and peace facing old age". This reflects nurses in performing holistic nursing care have carried out holistic care models that see patients as whole human beings to be fulfilled with biological, psychological, social and spiritual aspects.

A descriptive analysis of the nurse's caring behavior variable (Y) consists of 18 indicators. The results of a descriptive analysis conducted on the nurse's caring behavior variable (Y), obtained the average value of respondents' answers on the questionnaire showed that indicators Z.1 to Z.18 obtained values of 3.38 to 3.45 so that it showed that the average respondent was answering in agreement. In addition, the number of answer values also ranges from 269-285, this number indicates that it is very high. The index tree box method shows that the index number is around 67.5 – 71.25, this shows that the average from Z.1 to Z.18 has a high value above 61 and is on a scale of 60-80 or high. This means that the average respondent answered very much in this questionnaire. The highest index value was found in the Z.7 questionnaire item with a score of 71.25 which reflects an indicator in establishing relationships with interpersonal communication skills, namely regarding "Nurses use a polite and gentle style of language towards patients". This shows the caring behavior of nurses in carrying out geriatric nursing care with an interpersonal approach by showing a caring attitude in the form of appreciating and providing comfort to geriatric patients.

The results of the description of respondents' answers about attitudes in behaving are shown in the Behavior Matrix as follows:

Table 1 Respondent response Position

No	Variabel	Respondent Response Position Variable			
		Low	Medium	High	Behavior
1	Integrated Geriatric Assessment	-	-	*	High
2	Effective Communication	-	-	*	High
3	Holistic Nursing Care	-	-	*	High
4	Nurse Caring Behavior	-	-	*	High

From the above, a descriptive analysis using the three-box method shows that integrated geriatric assessment, effective communication, and caring behavior of nurses at the Siti Khadijah Islamic Hospital in Palembang are included in the good assessment of carrying out holistic nursing care. Holistic nursing care requires and relates to overall assessment, professional effective communication and supported by caring behavior to determine treatment planning, identify and needs of geriatric patients.

Statistical Analysis Methods

In this study, data was processed using path analysis with a partial square method using the Smart-PLS program. Analysis on PLS is carried out by going through three stages as follows:

Evaluation of the Measurement Model (Outer model)

The Model specifies the relationship between latent variables and their indicators or it can be said that the outer model defines how each indicator relates to other variables. Tests performed on the outer model:

Convergent Validity

Convergent validity tests were carried out on 80 respondents. Each indicator must have an outer loading value above > 0.6 to meet the requirements and be used in the study. Convergence Validity of Integrated Geriatric Assessment Variables shows that each indicator has an outer loading value greater than > 0.6 so that it can be concluded that all indicators in this variable have met the convergent validity requirements. Convergence Validity of Effective Communication Variables shows that each indicator has an outer loading value greater than > 0.6 so that it can be concluded that all indicators in this Effective Communication variable have met the convergent validity requirements. Convergence Validity of Holistic Nursing Care Variables shows that each indicator has an outer loading value greater than > 0.6 so it can be concluded that all indicators in this Effective Communication variable have met the convergent validity requirement. Convergence Validity of Caring Nurse Behavior Variables shows that each indicator has an outer loading value greater than > 0.6 so it can be concluded that all indicators in this Effective Communication variable have met the convergent validity requirements.

Discriminant Validity

Table 2 Discriminant Validity

	Integrated Geriatric Assessment	Holistic Nursing Care	Effective Communication	Caring Nurse Behavior
Integrated Geriatric Assessment	0,803			
Holistic Nursing Care	0,749	0,788		
Effective Communication	0,606	0,738	0,746	
Caring Nurse Behavior	0,623	0,806	0,652	0,819

Source: Smartpls Data 2023

It is seen in the Discriminant Validity that each variable indicates a discriminant (diagonal) measure so that it can be concluded that the validity of the discriminant is also met and can be performed for other tests.

Composite Reliability Test

The reliability test was carried out by looking at the value of Cronbach Alpha and Composite Reliability. Reliability is met when the Cronbach Alpha value is greater than 0.5 and Composite Reliability is greater than 0.6.

Table 3. Composite Reliability

	Cronbach's Alpha	rho_A	Composite Reliability
Integrated Geriatric Assessment	0,960	0,970	0,964
Holistic Nursing Care	0,978	0,979	0,979
Effective Communication	0,965	0,967	0,968
Caring Nurse Behavior	0,971	0,973	0,973

Source: Smartpls Data 2023

The summary of Composite Reliability shows that the value of each variable shows the value of Cronbach Alpha > 0.5 and the value of Composite Reliability > 0.6 so that it can be concluded that all variables are considered reliable.

Average Variance Extracted (AVE)

According to Chin (1998) the rule of thumb which is usually used to assess the validity is seen from the Average Variance Extracted (AVE) > 0.5 in one variable.

Table 4. Average Variance Extracted

	Average Variance Extracted (AVE)
Asesmen Geriatri Terintegrasi	0,645
Asuhan Keperawatan Holistik	0,621
Komunikasi Efektif	0,557
Perilaku Caring Perawat	0,670

Source: Smartpls Data 2023

It can be seen from the output above, that the AVE value of all variables (Integrated Geriatric Assessment, Holistic Nursing Care, Effective Communication and Caring Nurse Behavior) shows a value above > 0.5 so that it can be concluded that all latent variables have met convergent validity.

Evaluation of Structural Models (Inner models)

Test Model Fit

Tabel 5. Test Fit Models

Direct Effect	Original	Sample	Standard	T Statistics	P Values
	Sample (O)	Mean (M)	Deviation (STDEV)	(O /STDEV)	
Asesmen Geriatri Terintegrasi -> Asuhan Keperawatan Holistik	0,316	0,312	0,086	3,661	0,000
Asesmen Geriatri Terintegrasi -> Perilaku Caring Perawat	0,357	0,359	0,113	3,152	0,002
Komunikasi Efektif -> Asuhan Keperawatan Holistik	0,255	0,259	0,103	2,483	0,013
Komunikasi Efektif -> Perilaku Caring Perawat	0,432	0,444	0,113	3,824	0,000
Perilaku Caring Perawat -> Asuhan Keperawatan Holistik	0,447	0,446	0,100	4,487	0,000

Indirect Effect	Original	Sample	Standard	T Statistics	P Values
	Sample (O)	Mean (M)	Deviation (STDEV)	(O /STDEV)	
Asesmen Geriatri Terintegrasi -> Asuhan Keperawatan Holistik	0,160	0,161	0,067	2,379	0,018
Komunikasi Efektif -> Asuhan Keperawatan Holistik	0,193	0,196	0,064	3,027	0,003

Source: Smartpls Data 2023

This fit model test shows that the average path coefficient (APC), average R-square (ARS) and average variance factor (AVIF). APC and ARS with a p-value of < 0.05 and AVIF also less than 5.

Coefficient of Determination (R2)

The method commonly used to evaluate structural models is generally the coefficient of determination (R-Square). The function of this R-Square is to assess how much influence exogenous latent variables have on endogenous variables; knowing how much the influence of independent variables affects the dependent variables.

Table 6. Average Variance Extracted

	R Square	R Square Adjusted
Holistic Nursing Care	0,688	0,680
Caring Nurse Behavior	0,507	0,494

Source: Smart-pls Data 2023

Based on data processing, it shows that the R2 value of holistic nursing care with a value of R 2 is 0.688, while the caring behavior of nurses is at an R2 value of 0.507. Based on the value of the coefficient of determination that 0.75 is good, 0.50 is moderate, while 0.25 is weak. So ai R2 holistic nursing care with a value of R2 0.688 in the good category, nurse caring behavior is at R2 0.507 in a moderate position. From this study, R-squares were obtained from holistic nursing care and nurse caring behaviors of 0.785 and 0.502, respectively. It can be concluded that

the endogenous variable of holistic nursing care of 78.5% is influenced by integrated geriatric assessment and effective communication.

While the remaining 11.5% is influenced by other variables outside the study. This also applies to nurse caring behavior which has an R-Square value of 50.2% which means that the exogenous variables of integrated geriatric assessment and effective communication can represent 50.2% of the endogenous variables of nurse caring behavior, of which the remaining 48.8% is represented by other variables/other factors.

Path Analysis (Path Diagram)

The results of hypothesis testing carried out by the Bootstrapping method on the previously formulated research model show the magnitude of the influence of each exogenous variable on the endogenous which when formulated in the path analysis becomes like Figure 2.

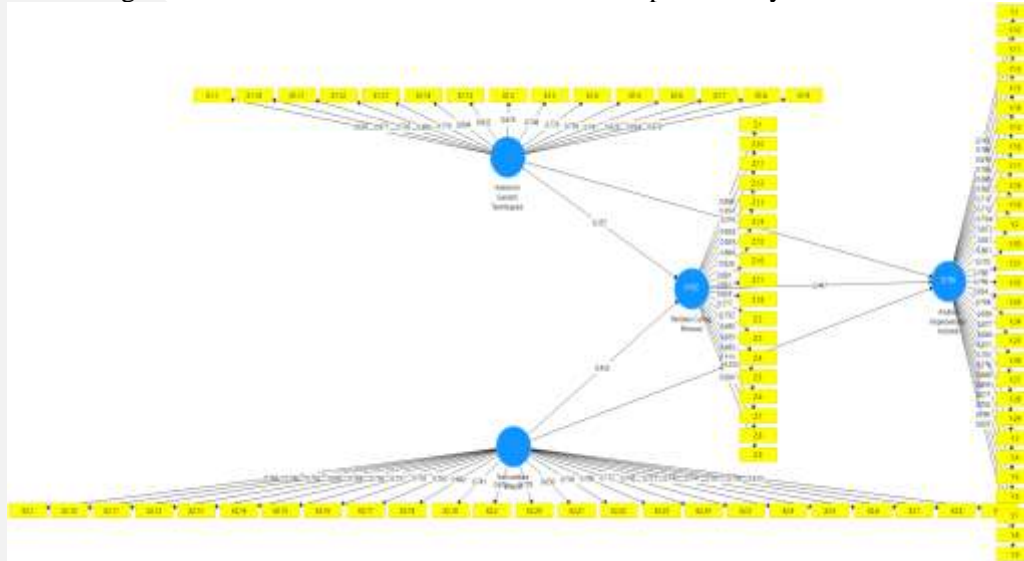


Figure 2. Path diagram

Hypothesis Testing, hypothesis test results and conclusion preparation

After conducting various evaluations, both the outer model and the inner model, the next step is to test the hypothesis. This test is used by means of path analysis using the provisions of P Values < 0.05 for accepted hypotheses, and P Value values > 0.05 hypotheses rejected. The results of this Hypothesis test processing are used as the basis for decision making as follows:

Table 7. Hypothesis Test

	HYPOTHESIS	T Statistics	P Values	Information
H1	There is a simultaneous relationship between integrated geriatric assessment, communication and caring behavior towards holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.	3,544	0,000	Accepted
H2	There is a significant relationship between integrated geriatric assessment of holistic nursing care at Siti Khadijah Islamic Hospital in Palembang	3,661	0,000	Accepted
H3	There is a significant relationship between effective communication and holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang.	2,483	0,013	Accepted
H4	There is a significant relationship between integrated geriatric assessment and <i>caring</i> behavior of nurses at Siti Khadijah Islamic Hospital in Palembang	3,152	0,002	Accepted
H5	There is a significant relationship between effective communication and <i>caring</i> behavior of nurses at Siti Khadijah Islamic Hospital, Palembang City.	3,824	0,000	Accepted
H6	The <i>caring</i> behavior of nurses is able to intervene in the relationship of integrated geriatric assessment to	2,379	0,018	Accepted

	holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang.			
H7	The caring behavior of nurses is able to intervene in effective communication relationships with holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang.	3,027	0,003	Accepted
H8	There is a significant relationship between nurses' <i>caring</i> behavior towards holistic nursing care at Siti Khadijah Islamic Hospital in Palembang.	4,487	0,000	Accepted

The results of the correlation between constructs and the calculated path coefficient show the result that the initial hypothesis 1 – 7 made by the researcher has a P Value of < 0.05 so that all hypotheses are accepted.

Discussion

Simultaneous Relationship of Integrated Geriatric Assessment, Effective Communication and Caring Behavior to Holistic Nursing Care

Based on the results of the output that has been carried out, researchers show that the statistical T of 3.544 and the P value of $0.0000 < 0.05$ shows that there is a simultaneous relationship between integrated geriatric assessment, effective communication and caring behavior towards holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This shows that the medical officers at Siti Khadijah Islamic Hospital in Palembang in carrying out holistic nursing care for geriatric patients have followed and carried out a well-integrated geriatric assessment. In addition to the primary medically focused care model only, nurses take a biopsychosocial spiritual approach to guide acute care in meeting the needs of complex elderly people. In addition, medical officers at the Siti Khadijah Islamic Hospital in Palembang have communicated in the context of holistic nursing care for geriatric patients, have followed and carried out communication well. Considering that communication is one of the things that is indispensable in treatment, making the role of communication is the key to patient satisfaction in providing accelerated recovery of their health. Caring behaviors carried out by personal medical personnel turned out to be able to have a very large impact on the quality of life and the desire to heal geriatric patients, and geriatric patients need the necessary form of attention and affection in return for their quality of life.

The Relationship of Integrated Geriatric Assessment to Holistic Nursing Care.

Based on the results of the output that has been carried out, researchers show that the statistical T of 3.661 and the P value of $0.0000 < 0.05$ show that there is a significant relationship between integrated geriatric assessment of holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This shows that the medical officers at Siti Khadijah Islamic Hospital in Palembang in carrying out holistic nursing care for geriatric patients have followed and carried out a well-integrated geriatric assessment. In addition to the primary medically focused care model only, nurses take a biopsychosocial spiritual approach to guide acute care in meeting the needs of complex elderly people.

The results of this study show that there is evidence about parental management, especially from the assessment of effective geriatric assessments so that the treatment has a significant impact on the care of geriatric patients at the Siti Khadijah Islamic Hospital in Palembang. The results of this study are in line with the research conducted by (Donald et al, 2016) where the results of the study showed a significant relationship between integrated geriatric assessment and holistic nursing care. When providing care for geriatrics requires a treatment arrangement that is different from the typical care, requires a multidisciplinary team, and to explain the role and components in conducting an effective and integrated geriatric assessment study, in addition to integrative, multi-component and continuous follow-up practice nursing care, so as to reduce re-hospitalization, and improve patient and caregiver satisfaction. According to research (Conroy&Turkin, 2016) reviewing the role of holistic care called Comprehensive

Geriatric Assessment/comprehensive Geriatric assessment that can be used as an organizing framework to guide future acute care to better meet the needs of complex elderly people. The results of the study stated that there is evidence about parental management, especially coming from acute hospital settings. This evidence base leads to a Comprehensive Geriatric Assessment (CGA) that is more effective than regular treatment for the elderly, the Comprehensive Geriatric Assessment is defined as 'a multidimensional, interdisciplinary diagnostic process for determining the medical, psychological, and functional abilities of older people to develop a coordinated and integrated plan for long-term treatment and follow-up.

The Relationship of Effective Communication to Holistic Nursing Care

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 2.483 and the P value of $0.013 < 0.05$ show that there is a significant relationship between effective communication and the results of holistic geriatric treatment at the Siti Khadijah Islamic Hospital Palembang. This shows that the medical officers at the Siti Khadijah Islamic Hospital in Palembang city in communicating in the context of holistic nursing care for geriatric patients, have followed and carried out communication well. Considering that communication is one of the indispensable things in treatment, making the role of communication the key to patient satisfaction in providing accelerated health recovery. The results of this study show that this study shows that the communication carried out by medical nurses at the Siti Khadijah Islamic Hospital in Palembang city is very related in supporting holistic nursing care in terms of humanistic and supportive communication. This research is in line with previous research conducted by (Ghaferi and Dimick, 2016) which stated that there is a significant relationship between teamwork, effective communication and safety culture to the results of holistic and comprehensive geriatric care. The importance of communicating about listening to concerns related to illnesses suffered by elderly patients, and the satisfaction of caregivers by in dialogue about patient concerns related to aging. They were very satisfied with the communication made at each nurse's visit to the room. According to main results of the study were patient satisfaction with communication about cancer-related concerns suffered by elderly patients, and caregiver satisfaction with communication about patient concerns related to aging. They were very satisfied with the communication made on each visit to the room. Its conclusions and relevance include the geriatric team in oncology clinical visits for geriatric patients with advanced cancers improving patient- and caregiver-centered communication about their concerns regarding the cancer they are suffering from.

The Relationship of Integrated Geriatric Assessment to Caring Nurse Behavior

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 3.152 and the P value of $0.002 < 0.05$ show that there is a significant relationship between integrated geriatric assessment and the caring behavior of nurses at the Siti Khadijah Islamic Hospital in Palembang. This shows that the geriatric assessment carried out by medical personnel at the Siti Khadijah Islamic Hospital in Palembang has been built and carried out in accordance with the rules that have been determined by the hospital so that the relationship between medical personnel and the caring services provided is well established and able to have strong ties. The results of this study are in line with the research conducted by Ribeiro & Marques (2017); Wei et al (2018) where the results of the study showed that there was a significant relationship between integrated geriatric assessment and nurse caring behavior. Geriatric upbringing must be built on relationships that are established and complete and have meaning. Various ways and means to provide comfort aim to facilitate/ improve care, relieve discomfort and/or build potential comfort for elderly patients. Production of high-quality care; One of them is that integrated geriatric assessment requires competence, altruism, responsibility, and empathy of health care providers. The care of patients and families not only diagnoses and treats the physical illnesses of patients but also takes care of their hearts and souls. Caring physicians and nurses have characteristics that promote for patient experience, compliance, and patient outcomes.

The Relationship of Effective Communication to Caring Nurse Behavior

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 3.824 and the P value of $0.000 < 0.05$ show that there is a significant relationship between effective communication and caring behavior of nurses at the Siti Khadijah Islamic Hospital in Palembang. This shows that effective communication is actually able to



provide services and forms of caring for elderly patients. The elderly really needs communication and attentive actions, so the behavior of the nurses will greatly determine the satisfaction of elderly patients at the Siti Khadijah Islamic Hospital in Palembang. The results of this study are in line with the research conducted by (Kornhaben et al., 2016); where in the results of his research showed a significant relationship between effective communication and caring behavior of nurses. The right caring behavior is based on the results of effective interpersonal communication and is built on an ongoing basis and it is also necessary to have an attitude of empathy carried out by the nurse so that the patient has the spirit to improve his quality of life. The experience of the interpersonal communication aspect of care becomes a useful indicator of the quality of life of the elderly. Giving a great sense of comfort and trust in patients is proven to achieve faster healing. The communication provided provides a sense of comfort and concern for the disease suffered.

Relationship of Nurse Caring Behavior interventions to Integrated Geriatric Assessment and Effective Communication to Holistic Nursing Care

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 2.379 and the P value of $0.018 < 0.05$ show that the caring behavior of nurses is actually able to intervene in an integrated geriatric assessment of holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. The impact on caring behavior turned out to be able to have a greater effect on the relationship of integrated geriatric assessment to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. The caring culture carried out by personal medical personnel can have a very big impact on the quality of life and the desire to heal geriatric patients. Geriatric patients need the necessary form of attention and affection in return for their quality of life. This research is in line with the research conducted by (Reuben et al, 2017) ;(Abu Bakar et al.,2018) which in its research that nurse caring behavior is able to intervene in the relationship of integrated geriatric assessment to holistic nursing care, integrated geriatric assessment assessment must carry out a planning process and treatment interventions to support holistic nursing care where geriatric patient interventions with an approach biological, psychological, mental and spiritual.

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 3.027 and the P value of $0.003 < 0.05$ show that the caring behavior of nurses is actually able to intervene in effective communication to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. The impact on caring behavior turned out to be able to have a greater effect on the relationship of effective communication to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. The best form of service will be obtained from good communication as well, so that in the end it will form a comprehensive nursing care. With communication, the patient understands what is felt and for medical personnel to know all things related to the elderly patient, so that medical services are able to see from various points of view solving disease problems and their causes. This research is in line with research conducted by (Goes et al, 2020) which in its research explains that caring nurse behavior is able to intervene in effective communication relationships with holistic nursing care. According to (Tkatch Study, 2017) on A Qualitative study to examine older adult key to aging successful says that this gives older adults always the opportunity to discuss their health, how they perceive their health, and how they can adapt well to future changes through dialogue communication. Their responses suggest that older adults may be healthy and active regardless of their condition or illness, have strong social and psychological resources and coping mechanisms, and value their ability to take care of themselves. Therefore, interventions or programs that meet their needs from a holistic perspective, integrating psychological and social components, can promote optimal aging. Health management programs should provide a holistic approach to maximizing health outcomes and to promote successful aging. Key concepts of successful aging include self-perception of health, psychological and social resources, coping mechanisms, and adaptability to life changes.

The Relationship of Caring Nurse Behavior to Holistic Nursing Care.

Based on the results of the output that has been carried out by researchers, it shows that the statistical T of 4.487 and the P value of $0.000 < 0.05$ show that there is a significant relationship between nurses' caring behavior towards holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This shows that the caring behavior of nurses carried out by

medical personnel at the Siti Khadijah Islamic Hospital in Palembang city is a quality service by providing assistance for geriatric patients. In addition to assistance, it also supports and overcomes obstacles, or assistance to improve the quality of life or when facing illness, disability, or threats to life. In addition, this service is carried out in a humane, empathetic and dignified manner and serves to meet the needs of individuals and families of elderly patients.

This research is in line with the research conducted by (Drahosova & Jarosova, 2016); (Abu bakar&Feri Efendi, 2018) resulted in the conclusion that there was a significant association between nurses' caring behavior towards holistic nursing care. The concept of caring is a specific interpersonal process that contains the professional knowledge, skills, personal maturity, and interpersonal sensitivity of the nurse, which results in the protection, emotional support, and fulfillment of the nurse's bio-psycho-social needs towards the patient, which is a holistic manifestation of nursing care. Nurses at Siti Khadijah Islamic Hospital in Palembang are able to understand care in nursing as a relationship with patients characterized by an individual and empathetic approach, attention, experience and sensitivity. Through the care of nurses at the Siti Khadijah Islamic Hospital in Palembang, active communication occurs, thus providing information that reduces anxiety and leads in terms of overcoming obstacles.

CONCLUSION

The conclusions that can be drawn based on the results of data processing carried out by the authors show the results of the study as follows: The first hypothesis shows that there is a simultaneous relationship between integrated geriatric assessment, effective communication and caring behavior towards holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This means that integrated geriatric assessment is an effective assessment in performing geriatric holistic nursing care. The second hypothesis shows that there is a significant relationship between integrated geriatric assessment of holistic nursing care at Siti Khadijah Islamic Hospital in Palembang. This means that integrated geriatric assessment is an effective assessment in performing geriatric holistic nursing care. The third hypothesis shows that there is a significant relationship between effective communication and holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This shows that effective communication in holistic nursing care by performing communication skills in conducting professional interactions can respond to the needs of service quality holistically so as to ensure patient satisfaction.

The fourth hypothesis shows that there is a significant relationship between integrated geriatric assessment and caring behavior of nurses at Siti Khadijah Islamic Hospital in Palembang. This means that integrated geriatric assessments consisting of comprehensive care approaches and assessments are closely related to the caring behavior of nurses as meeting patient needs. The fifth hypothesis shows that there is a significant relationship between effective communication and caring behavior of nurses at the Siti Khadijah Islamic Hospital in Palembang. This means the implementation of effective communication in providing nursing care, in order to create a good relationship between nurses and patients so that patients feel valued and cared for, encouraging the patient's recovery process. The sixth hypothesis shows that nurses' caring behavior is actually able to intervene in the relationship of integrated geriatric assessment to holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This means that the knowledge and skills i.e., caring behaviors are able to intervene directly within and medical responsibility in the form of integrated geriatric assessment of holistic nursing care.

The seventh hypothesis shows that it turns out that the caring behavior of nurses is able to intervene in effective communication relationships with holistic nursing care at the Siti Khadijah Islamic Hospital in Palembang. This means nurses' caring behavior is an easy, applicable and friendly intervening model that can be done through effective communication to improve the quality of holistic nursing care to improve the quality of life of the elderly. The hypothesis shows that there is a significant relationship between nurses' caring behavior and holistic nursing care at Siti Khadijah Islamic Hospital in Palembang. This means that nurse caring behavior is a nursing action needed in holistic nursing care in addition to medical care; Patient Care Centered (PCC). Overall, it shows that all the initial hypotheses proposed by the author



turned out to be accepted and in line with the results of the research hypothesis conducted at the Siti Khadijah Islamic Hospital in Palembang.

Further suggestions for researchers are expected to examine factors other than integrated geriatric assessment and effective communication that can influence nurses' caring behavior, because the results of the calculation of the coefficient of determination show that only 50.2% affect caring behavior. There are still other factors that can influence caring behavior such as fatigue (burnout), compensation, motivation from the leadership, work environment and other variables, so that the results of the next study can be more comprehensive. Expanding the study of the indicators of each variable through theoretical development efforts. For further research in order to be able to use a more varied population outside of nurses, such as doctors and other caregiving professionals (PPAs), because this geriatric service involves a multidisciplinary team that is interrelated, this aims for better accuracy of data and research results.

Meanwhile, the advice for the Siti Khadijah Islamic Hospital in Palembang city is the need to improve the caring behavior of its nurses by conducting assessments related to other factors that influence caring behavior towards holistic nursing care such as work schedules, workloads that must be able to provide appropriate training so as to be able to overcome fatigue or demotivation of medical personnel, rewards, knowledge and other variables. The addition of gerontic certified nurses. Increase gerontic nursing-specific knowledge in order to achieve integrated geriatric assessment governance. Conduct training on effective communication so as to produce communication in a professional manner. The nursing management and nursing committee always provide encouragement and motivation to nurses to give an attitude of affection towards patients and implement a primary care model that is not only medically focused, but nurses must take a biopsychosocial spiritual approach to meet the complex needs of the elderly. Conduct continuous patient satisfaction surveys of nurses' attitudes in the application of effective communication and caring behaviors in an effort to satisfy patients with geriatric services.

In the process of collecting data, the information provided by respondents through questionnaires sometimes does not show the respondent's true opinion, this happens because of different thoughts, assumptions, understanding and honesty in each respondent. This research is the first study conducted at Siti Khadijah Islamic Hospital on the relationship of assessment and effective communication to holistic nursing care with caring nurse behavior as an intervening variable, so there are no other studies that can be a comparison to the results of the study obtained. The factors analyzed in the relationship of holistic nursing care in this study consisted of only three variables, namely: integrated geriatric assessment, effective communication and caring behavior while there are many other factors that can influence holistic nursing care. Research is cross-sectional in nature that is, it is only studied in one limited time and only to prove the conditions that occurred at the time of the study and the changes that may have been and will occur cannot be observed.

Furthermore, this study successfully explored the relationship between integrated geriatric assessment, effective communication, and caring behavior of nurses to holistic nursing care. So that it is able to become a reference and reference material for subsequent researchers. The results of this study can be a positive implication for hospital management, especially in the field of nursing, to make strategies for holistically improving nursing care in geriatric services through improvements in achieving integrated geriatric assessment, effective communication, and intervening through caring behaviors. nurse. This implication is expected to realize the achievement of better and higher quality geriatric services at the Islamic Hospital in the city of Palembang. Hospital management needs to increase the capacity and number of resources, namely people and infrastructure. The addition of nurses who have gerontic competence, considering that geriatric services require a comprehensive assessment in assessing and assessing symptoms that often occur in geriatric patients. Geriatric syndrome that is often experienced by patients is an obstacle that must be overcome by an integrated geriatric team, especially nurses, therefore effective communication skills must be continuously improved in exploring the needs or desires and clinical symptoms suffered by patients. The caring behavior of the nurse must also be possessed by the nurse in motivating the patient to achieve his recovery.

BIBLIOGRAPHY

- Alkema (2019) *Handbook of Geriatric assessment*. 5Ed. Jones & Bartlett Learning
- Allgood and Martha Raile (2018). *Nursing Theorist and Their Work*. Elsevier
- American Holistic Nurses Credentialing Corporation. (2017). Core Essentials for The Practice of Holistic Nursing. *The American Holistic Nurses Credentialing Corporation*. 1-27
- Aryana, S., Astika, N., & Kuswardhani, T. (2018). *Geriatric Opinion 2018*. December, 11.
- Ayuningtias and Witanti Prihatiningsih, (2017) Therapeutic Communication in the elderly at Graha Werdha Kusma Lestari Depok. *Media tor, Vol 10 (2)*. 201-215
- Bachmann et al., (2021) Inpatient rehabilitation specifically designed for geriatric patients: systematic review and meta-analysis of randomized controlled trials. *BMJ Research*
- Bakar & Effendi, (2018) The Development of Islamic Caring Model to Improve Psycho-Spiritual Comfort of Coronary Disease Patients. *Indian Journal of Public Health Research and Development*
- Belanger et al., (2016). Communication between nurses and family caregivers of hospitalised older person: A literature review. *Journal of Clinical Nursing*.
- Bent, Katherine N, Judith A. Burke, Amanda Eckman, Tammy Hottmann, Jane McCabe, Rebecca N. Williams, (2016). Being Creating Caring in a Healthcare System. *VA Eastern Colorado Health Care System*
- Boushon B, Nielsen G, Quigley P, R., & P, Taylor J, S. D. (2008). Transforming Care at the Bedside How-to Guide: Reducing Patient Injuries from Falls. *Institute for Healthcare Improvement*.
- Boykin, Schoenhofer (2018). *Nursing Theorist and Their Work*. Elsevier
- Byod, Claire, Janet Dare (2014) *Communication skills for Nurses*. Wiley Blackwell
- Cesari, M., & Theou, O. (2017). *Medical Gerontology*.
- Chadborn et al., (2019) Role of comprehensive geriatric assessment in healthcare of older people in UK care home: realist review. *BMJ Open*.
- Chavez, K. S., Dwyer, A. A., & Ramelet, A. S. (2018). International Practice Settings, Interventions and Outcomes of Nurse Practitioners In Geriatric Care: A Scoping Review. *In International Journal of Nursing Studies (Vol. 78, pp. 61–75)*. <https://doi.org/10.1016/j.ijnurstu.2017.09.010>
- Chen, Z., Ding, Z., Chen, C., Sun, Y., Jiang, Y., Liu, F., & Wang, S. (2021). Effectiveness of comprehensive geriatric assessment intervention on quality of life, caregiver burden and length of hospital stay: a systematic review and meta-analysis of randomised controlled trials. *BMC Geriatrics*, 21(1), 1–14. <https://doi.org/10.1186/s12877-021-02319-2>
- Chow., et al (2022) Increasing empathic concern relates to salience network hyperconnectivity in cognitively healthy older with elevated amyloid burden. *Neuro Image: Clinical*
- Conroy & Turpin (2016) New horizons: urgent care for older people with frailty. *Age and Ageing*
- Cooper, D. R., & S. Schindler., P. (2017). *Business Research Methods, Issue 11, Book 1*. Salemba Four.
- DeLaune, Sue, Patricia K. Ladner (2011). *Fundamentals of Nursing: Standards & Practice*. 4Ed. Delmar Cengage Learning
- Deschodt, M., Claes, V., Van Grootven, B., Van Den Heede, K., Flamaing, J., Boland, B., & Milisen, K. (2016). Structure and processes of interdisciplinary geriatric consultation teams in acute care hospitals: A scoping review. *In International Journal of Nursing Studies (Vol. 55, pp. 98–114)*. <https://doi.org/10.1016/j.ijnurstu.2015.09.015>
- Donald et al., (2016). A systematic review of the effectiveness and roles of advanced practice nursing in older people. *Journal of Advanced Nursing*
- Dossey, Barbara Montgomery. Lynn Keegan (2013). *Holistic Nursing: A handbook for Practice*. 6Ed. Jones & Bartlett Learning
- Drahošová & Jarošová, (2016) Concept Caring in Nursing. *Central European Journal of Nursing and Midwifery*
- Dwimartutie, N., Setiati, S., Wahyudi, E. R., & Harimurti, K. (2020). A 30-Day Mortality Prediction Model of Elderly Patients in Geriatric Acute Care Rooms Using the Domain



- of a Plenary Approach to Geriatric Patients. *Indonesian Journal of Internal Medicine*, 7(2), 100. <https://doi.org/10.7454/jpdi.v7i2.410>
- Eriksson et al., (2016) Holistic health care: Patients' experiences of health care provide by an advanced Practice Nurse. *International Journal of Nursing Practice*
- Ferdinand, A. (2006). *Management Research Methods: Research Guidelines for thesis, Thesis and Accompanied Management Science*. Semarang: Diponegoro University.
- Fox et al, (2022). Understanding how comprehensive geriatric assessment works. *Aging Clinical and Experimental Research*. <https://doi.org/10.1007>.
- Ghaferi & J.B. Dimick (2016) Importance of teamwork, communication and culture on failure-to-rescue in the elderly. *Bristin Journal Surgeon. Jan;103(2): e47-51*. doi: 10.1002/bjs.10031. Epub 2015 Nov 30.
- Ghen et al.,(2022) Effectiveness of comprehensive geriatric assessment intervention on quality of life, caregiver burden and length of hospital stay: a systematic review and meta-analysis of randomized controlled trials. *BMJ Geriatric*
- Git Wong et al., (2022). Using comprehensive geriatric assessment for older adults undertaking a facility-based transition care program to evaluate functional outcomes: a feasibility study. *BMJ Geriatrics*
- Goes et al.,(2020) *A nursing care intervention Model for elderly people to Ascertain General Profiles of Functionality and Self-care needs*. Scientific Reports
- Greenwood, Gayatru Nambiar, Lucy Webb, Gary Witham, Eula Miller, (2020). *Communication Skills in Nursing Practice*. 2nd. this publication <https://www.researchgate.net/publication/338580449>
- Halter, J. B., Ouslander, J. G., Studenski, S., High, K. P., Asthana, S., Supiano, M. A., & Ritchie, C. (2017). *Geriatric Medicine and Gerontology*. In News.Ge.
- Holmberg et al., (2022) Nurses' general attitudes and caregiving-specific perceptions toward the oldest-old: A nationwide survey. *International Journal of Nursing Studies*
- Kalideen et al, (2022). Standards and quality of care for older person in long term facilities: a scoping review. *BMC Geriatrics*.
- Kane et al (2018) *Essential of clinical geriatrics*. 7th. Mc graw-Hill.
- Karo et al., (2019) *Caring behavior of Indonesian nurses towards an enhanced nursing practice Indonesian year 2018*. Article. doi:10.31838/2019.11.01.043. Research Gate.
- Kornhaber et al., (2016) Enhancing adult therapeutic interpersonal relationships in the acute health care setting: an integrative review. *Journal of Multidisciplinary Healthcare*
- Larasati, T. A. (2019). Patient-Focused Physician-Patient Communication in Primary Health Services. *Journal of Medicine, University of Lampung*, 3(1), 160–166.
- Lin, K. P., Chen, J. H., Lu, F. P., Wen, C. J., & Chan, D. C. (2019). The Impact of Early Comprehensive Geriatric Screening on The Readmission Rate In An Acute Geriatric Ward: A Quasi-Experimental Study. In *BMC Geriatrics (Vol. 19, Issue 1)*. <https://doi.org/10.1186/s12877-019-1312-y>
- Margono. (2004). *Educational Research Methodology*. Rineka Cipta.
- Mariano,C.(2013) *Holistic Nursing:A handbook for Practice*.6Ed. Jones & Bartlett Learning
- Miller, Carol A (2012) *Nursing for Wellness in Older Adults*. 6ed. Wolters Kluwer Health | Lippincott Williams & Wilkins.
- Mohile et al.,(2020). Communication with older patients with cancerUsing geriatric assessment A cluster-randomized clinical trial from the National Cancer Institute Community Oncology Research Program. *JAMA Oncology*
- Noll et al., 2016) Effective Patient-Physician Communication Based on Osteopathic Philosophy in Caring for Elderly Patients. *Successful Aging at the Rowan University School of Osteopathic Medicine*
- Noor, J. (2011). *Research Methodology: Thesis, Thesis, Dissertation, and Scientific Work*. Gold.
- Nurhayati, L. S., Yahdiyani, N., & Hidayatulloh, A. (2020). Comparison of Yogurt Starter Antibacterial Activity Testing with Well Diffusion Method and Disc Diffusion Method. *Journal of Livestock Products Technology*, 1(2), 41. <https://doi.org/10.24198/jthp.v1i2.27537>

- Palmer, R. M. (2018). *The Acute Care for Elders Unit Model of Care*. <https://doi.org/10.3390/geriatrics3030059>
- Pascaleva, 2017 Communication between nurses and family caregivers of hospitalised older person: A literature review. *Journal of Gerontology & geriatric research*
- Paterson & Loreeta, 2010. *Nursing theorist and Nursing Practice*. 7Ed. Elsevier
- Potter, Patricia A, Anne Griffin Perry, Patricia A. Stockert, Amy M.Hall. (2013). *Fundamentals of Nursing*. Elsevier Mosby
- Princess, D. P. (2017). Analysis of the Implementation of Patient Fall Risk Prevention Assessment by Nurses at the Tanjungpura University Pontianak House. *ProNers Journal*, 3(1), 12–13.
- Putri and Kristina Everentia ngasu, 2021. Literature review : the relationship between caring and therapeutic communication with the quality of nursing services. *JMari Vo. 2 NO 2*.
- Reuben, David B, Sonja Rosen, Heather B. Schicdan (2017) *Hazzard's Geriatric Medicine and gerontology Part 2*. 7ed. McGraw-Hill Education.
- Reuben., Yoshikawa., B. (1996). *Geriatrics Review Syllabus*. Hunt Publishing Company.
- Ribeiro & Marques, (2017) Geriatric care: ways and means of providing comfort. *Journal of Research of Gerontological Nursing*
- Ringle, C. M., Sven Wende, and J.-M. B. (2015). "SmartPLS 3. SmartPLS GmbH, Boenningstedt." *Journal of Service Science and Management* 10.3.
- Robert E Rakel and David P. Rakel. (2016). Textbook of Family Medicine Ninth Edition. *Elsevier Saunders*.
- Sadiq et al (2019). Description of the implementation of holistic nursing assessment at IGD RSUD Ulin Banjarmasin. *The World of Nursing*. Volume &, Number 2 ; 82-90.
- Setiati, S. (2013). Geriatric Medicine, Sarcopenia, Frailty, and Quality of Life of Elderly Patients: Future Challenges of Medical Education, Research and Services in Indonesia. *EJournal Medicine Indonesia*, 1(3). <https://doi.org/10.23886/ejki.1.3008>.
- Setiyani et al., (2020) Communication challenges with older adults patients during clinical learning: A qualitative study among students nurse in Indonesia. *ICORE 2020*
- Sihombing, F. (2016). *Decreased Incidence of Elderly Falls Through Morse Scale Assessment and Implementation of Fall Prevention Strategies*. 1, 25–28.
- Singh, I. (2016). Assessment and Management of Older People in the General Hospital Setting. *In Challenges in Elder Care*. InTech. <https://doi.org/10.5772/64294>
- Sumardin et al, 2020. Home care services in elderly patients: literature review. *Journal of nursing and midwifery Vo. 11. number 2 ; 216-225*