

HUBUNGAN *FAMILY ENGAGEMENT* DENGAN KEPUASAN KELUARGA DI *INTENSIVE CARE UNIT (ICU)*

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Abstrak

Family engagement dalam perawatan ICU adalah partisipasi aktif keluarga dalam perawatan pasien, mencakup komunikasi yang efektif, pengambilan keputusan bersama, dukungan emosional, dan edukasi kondisi pasien. Pendekatan ini meningkatkan kualitas perawatan dan kepuasan keluarga. Penelitian ini bertujuan untuk menganalisis hubungan antara *family engagement* dan kepuasan keluarga. Penelitian dilakukan dengan metode *cross-sectional*, menggunakan sampel 44 keluarga pasien yang dirawat di ruang ICU RSUD di Jakarta, yang dipilih melalui *purposive sampling*. Data dikumpulkan menggunakan kuesioner FAME dan FS-ICU, dan dianalisis dengan uji *Spearman's Rank Correlation*. Hasil penelitian hubungan signifikan yang kuat dengan arah positif antara tingkat *family engagement* dan kepuasan keluarga di ruang ICU ($p\text{-value}=0,000$, $r=0,605$). Upaya proaktif seperti menyediakan edukasi kepada keluarga pasien mengenai proses perawatan, menciptakan komunikasi yang terbuka dan empatik, serta menawarkan dukungan melalui fasilitas yang ramah keluarga dan teknologi yang memudahkan akses informasi dapat membantu memperkuat kolaborasi antara tenaga medis dan keluarga pasien. Langkah-langkah ini akan menciptakan lingkungan perawatan yang lebih holistik dan mendukung pemulihan pasien secara menyeluruh.

Kata Kunci: *Family Engagement*, Kepuasan Keluarga, Partisipasi Keluarga, Perawatan ICU

THE RELATIONSHIP BETWEEN FAMILY ENGAGEMENT AND FAMILY SATISFACTION IN THE INTENSIVE CARE UNIT (ICU)

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Abstract

Family engagement in ICU care refers to the active participation of families in patient care, encompassing effective communication, shared decision-making, emotional support, and education about the patient's condition. This approach enhances care quality and family satisfaction. This study aims to analyze the relationship between family engagement and family satisfaction. The research was conducted using a cross-sectional method, with a sample of 44 patient families in the ICU of a public hospital in Jakarta, selected through purposive sampling. Data were collected using FAME and FS-ICU questionnaires and analyzed with Spearman's Rank Correlation test. The results revealed a strong and positive significant relationship between the level of family engagement and family satisfaction in the ICU (p-value = 0.000, $r = 0.605$). Proactive efforts, such as educating families about care processes, fostering open and empathetic communication, and providing support through family-friendly facilities and technology that facilitates information access, can strengthen collaboration between medical staff and patient families. These measures create a more holistic care environment and support comprehensive patient recovery.

Keywords: Family Engagement, Family Participation, Family Satisfaction, ICU Care