

Nurses' Perceptions of Caring-Based Holistic Nursing Care in Hospitals: A Qualitative Study

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Diterima: 22 Juli 2025 | Disetujui: 31 Juli 2025 | Diterbitkan: 2 Agustus 2025

Abstract. Hospital nurses have not optimally implemented holistic nursing care with a caring approach, which can affect the quality of service and patient satisfaction levels. Research has explored nurses' perceptions of implementing holistic nursing care based on hospital care. Qualitative research was designed using a phenomenological approach. Twelve nurse participants cared for patients with degenerative diseases. Data were collected through in-depth interviews and analyzed thematically. The ethics commission at Stikes Intan Martapura approved the study, and participants also gave written consent. The study identified five main themes, including understanding the concept of holistic care, its impact on patient satisfaction and loyalty, experiences of providing and receiving care, essential components of care, and how to implement it in clinical practice. The findings indicated that effective therapeutic communication, caring attitudes, professional ethics, and institutional support were key factors in the success of holistic nursing care. This study emphasized the importance of a multidimensional approach that includes biological, psychological, social, spiritual, and economic aspects in nursing practice. This study contributes to understanding caring-based holistic nursing care by highlighting its essential components and positive impact on patient satisfaction and loyalty. The findings provide insights to improve nursing practice and institutional support systems. Further studies are recommended to develop intervention strategies to address the challenges and measure patient outcomes quantitatively to advance holistic nursing care in the clinical setting.

Keywords: holistic nursing care; caring; therapeutic communication; patient satisfaction; multidimensional approach

INTRODUCTION

Attention by paying attention to physical, psychological, social, and spiritual needs as a whole (Evangelista et al., 2022), especially in patients with degenerative diseases. This approach emphasizes medical aspects and integrates emotional and social dimensions that affect the healing process and overall patient well-being (Alzeer, 2023). In the context of modern health services, holistic nursing care is very relevant because it can improve the quality of interactions between nurses and patients, which ultimately has a positive impact on clinical outcomes and patient satisfaction (Stavropoulou et al., 2022; Guo et al., 2023). However, implementing this approach in hospitals still faces various challenges, such as limited resources, high workload, interpersonal relationships, and a lack of understanding among nurses in general.

A study suggests limitations to implementing holistic nursing care focusing on emotional, educational, mobility, and hygiene due to limited resources and organizational culture (Mandal et al., 2020). The spiritual aspect, a component of holistic nursing care, is still not optimally applied by nurses in providing care (Hawthorne & Gordon, 2020). This aspect is one of the responsibilities that nurses must pay attention to, in addition to the physical aspect (Eshghi et al., 2023). Research by Ambushe et al. (Ambushe et al., 2023) shows that only 21% of nurses consistently apply holistic nursing practices, indicating a low adoption of this approach in the field, including hospitals. Research by Gerges et al., (2023) at the Lebanese Hospital confirmed that 88.9% of patients experienced pain, which became the most common stressor during hospitalization. This has an impact on the emergence of fatigue in around 80.3% of patients and produces four main stress groups, namely fear of illness, hopelessness, social isolation, and spiritual concerns, all of which are related to the need for holistic nursing care.

Implementing holistic nursing care in Indonesian hospitals is also still not optimal. However, during the COVID-19 pandemic, nurses tried to implement holistic nursing care for patients (Wilujeng et al., 2023), including implementing cultural aspects (Cipta et al., 2024). Research by Ariani et al., (2024) suggests that primary holistic care is only carried out in community and disaster services. The results of interviews conducted with 30 nurses in three hospitals (2 government hospitals and one private hospital) in the South Kalimantan region, 27 nurses (90%) stated that they did not implement holistic nursing care for inpatients,

three other nurses (10%) stated that they had not optimally implemented it even though they were on duty in the intensive care unit (ICU). Observations made from nursing care documentation also did not all describe the existence of holistic nursing diagnoses being raised; the majority of diagnoses were in the physical and psychological aspects, and social and spiritual diagnoses were not raised, including in patients with degenerative diseases.

The implementation of holistic nursing care faces various interrelated challenges from internal and external factors of nurses (Hawthorne & Gordon, 2020; Ambushe et al., 2023). Internal factors such as high nurse workloads are the main obstacles in implementing holistic practices (Momeni et al., 2022), because nurses have to handle many patients with limited time, making it difficult to provide complete and comprehensive attention to each individual. In addition, the lack of specific training on holistic care concepts and techniques makes nurses less prepared to effectively integrate physical, psychological, social, and spiritual dimensions in daily practice (Graf et al., 2020; Colomer-Lahiguera et al., 2024). Limited resources in terms of facilities and organizational support further exacerbate this condition, so holistic practices are often inconsistently applied in the field (Mandal et al., 2020; Gab Allah, 2021). Meanwhile, external factors such as unrealistic patient and family expectations of health services create additional pressure for nurses in meeting diverse and complex needs (Younas et al., 2023). Other things related to local cultural dynamics that influence communication patterns and social interactions between nurses and patients can cause misunderstandings and obstacles in building effective therapeutic relationships (Bonaconsa et al., 2021). The impact of these various factors is inconsistency in implementing holistic nursing care, reducing the quality of interactions between nurses and patients, and increasing the risk of nurse burnout (Li et al., 2024).

Related research on holistic nursing care for patients is on holistic care management in patients with diabetes mellitus (Juanamasta et al., 2021). Qualitative research has been conducted by Stavropoulou et al. (Stavropoulou et al., 2022) on nurses' perceptions regarding the concept of quality and comprehensive care. Research by (Ambushe et al., 2023) discusses the practice of holistic nursing care in the Wolaita zone hospital, Southern Ethiopia, and the factors that influence it. Meanwhile, research by (Cooper & Chang, 2023) on applying spiritual care subjects to holistic nursing practice. This study explores nurses' perceptions of holistic nursing care with a caring concept approach in Regional Hospitals in Indonesia, which have not been widely studied. This study contributes to efforts to overcome challenges in implementing holistic nursing care based on caring, which needs to be carried out in an integrated manner. This study has explored nurses' perceptions of holistic nursing care based on caring at the Idaman Regional Hospital in Banjarbaru.

METHODS

This study used a qualitative design with a phenomenological approach to explore nurses' perceptions of Caring-Based Holistic Nursing Care in Hospitals. This study involved twelve participants, namely nurses in the inpatient ward of Idaman Banjarbaru Regional Hospital, where they care for patients with degenerative diseases. The study location was at Idaman Banjarbaru Regional Hospital, in the inpatient ward that treats degenerative patients. A semi-structured interview guide was developed to explore nurses' perceptions of Caring-Based Holistic Nursing Care in Hospitals. Each participant was interviewed face-to-face at Idaman Banjarbaru Regional Hospital, followed by a 30-60 minute group discussion. Data were analyzed thematically using the NVivo 15 computer program to identify patterns and themes related to nurses' perceptions of Caring-Based Holistic Nursing Care in Hospitals.

Ethical Approval

This study has been approved by the Health Research Ethics Committee of Stikes Intan Martapura with approval number 035 / KE / YBIP-SI / XI / 2024. In addition, all participants agreed to provide answers related to the questions in the interview sheet of this study, with the provision of always maintaining confidentiality and research ethics.

RESULTS

Participants in the study were nurses in the inpatient room of RSD Idaman Banjarbaru who treated patients with degenerative diseases, 12 people. The characteristics of the participants are as follows:

Table 1. Participant Characteristics

Partisipant Code	Gender	Age (Year)	Marital status	Education	Length of work (Year)	Employee Status	Income (IDR)
P1	Female	30	Married	Nursing Profession	8	Government Contract	More than 3.5 million
P2	Female	43	Married	Nursing Profession	19	Government Contract	More than 3.5 million
P3	Female	41	Married	Vocational	19	Civil Servants	More than 3.5 million
P4	Female	29	Married	Nursing Profession	4	Contractual Employee	Less than 3.5 Million
P5	Female	37	Married	Nursing Profession	7	Contractual Employee	More than 3.5 million
P6	Female	32	Married	Vocational	8	Civil Servants	More than 3.5 million
P7	Female	37	Married	Nursing Profession	8	Civil Servants	More than 3.5 million
P8	Female	41	Married	Nursing Profession	13	Civil Servants	More than 3.5 million
P9	Male	31	Unmarried	Nursing Profession	4	Contractual Employee	More than 3.5 million
P10	Female	36	Married	Bachelor of Nursing	5	Civil Servants	More than 3.5 million
P11	Male	32	Widower	Vocational	8	Contractual Employee	Less than 3.5 Million
P12	Male	27	Unmarried	Vocational	4	Contractual Employee	Less than 3.5 Million

From Table 1, most of the participants were female and married, with a professional education level of nurses. The longest working period was 19 years, and the shortest was 4 years. The number of hospital contract workers was almost comparable to that of civil servants; the rest were government contract employees. Nine participants already had income above the regional minimum wage every month.

In general, nurses' perceptions of caring-based holistic nursing care in hospitals raise five themes, namely perceptions of caring-based holistic nursing care, the influence of caring-based holistic nursing care on patient satisfaction and loyalty, the experience of providing or receiving caring-based holistic nursing care, components that must be present in caring-based holistic nursing care, and how to implement caring-based holistic nursing care in health practice. The following is a mind map of nurses' perceptions of caring-based holistic nursing care in hospitals from the results of this study:



Figure 1. Mind map of nurses' perceptions of caring-based holistic nursing care in hospitals

Based on the five themes, there are subthemes and keywords for each as follows in detail:

Perceptions of caring-based holistic nursing care

Based on participant statements, themes related to nurses' perceptions of caring-based holistic nursing care can be classified as including a multidimensional approach to patients, the importance of patient satisfaction, communication and therapeutic relationships, the value of caring and nurse empathy, the influence on the quality of health services, and psychological approaches.

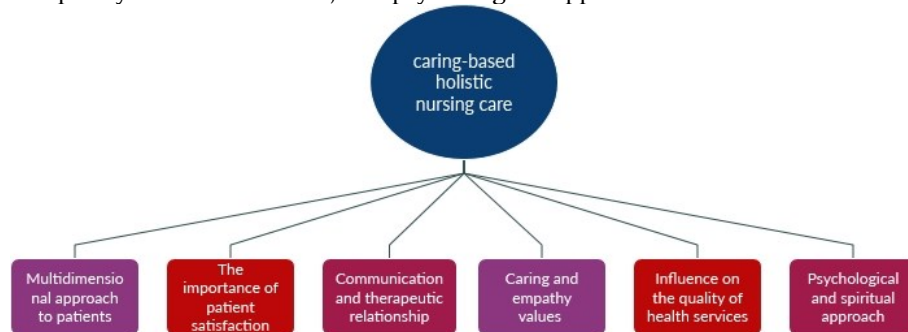


Figure 2. Mind map of perceptions about caring-based holistic nursing care

The following are keywords in the form of participant answers related to perceptions of caring-based holistic nursing care:

Multidimensional approach to patients

This subtheme includes biological, psychological, social, spiritual, and economic aspects and understanding patients' diverse backgrounds and characteristics contained in the answers.

"Nursing approach to patients and families, both from social, spiritual, psychological, economic aspects (P1)", "In my opinion, the concept of caring-based care requires nursing staff to have the ability to communicate with patients and families very well. By considering the background aspect, the characteristics of patients are very diverse. Unusual "sick person" emotions (P3)", "Covering all aspects; Biology, Psychology, Social and Spiritual in providing caring services (P7)", "The concept of holistic nursing based on caring is the provision of comprehensive nursing care in a bio, psycho, social, spiritual, cultural manner (P9)", "Nursing approach carried out with a psychological, social, spiritual approach (P12)".

The importance of patient satisfaction

This subtheme means that holistic nursing care based on caring provides satisfaction with health services, as stated in the answers:

"I think it is essential because it can provide satisfaction with health services for patients (P2)", "I think the concept of holistic nursing care based on caring is excellent to be applied in Nursing Care, both for patients and nurses themselves. This also affects patient satisfaction in getting services (P5). "I think the concept of holistic nursing care based on caring is very good because caring or humanitarian values are fundamental in implementing nursing or midwifery care (P10)".

Communication and therapeutic relationship

This subtheme is meaningful about the nurse's good communication skills with patients and families to build strong therapeutic relationships, as contained in the answers:

"The concept of caring-based care requires nursing staff to have the ability to communicate with patients and families very well. By paying attention to the background aspects, the characteristics of patients are very diverse. Unusual "sick people" emotions (P3), "A practical approach to improving the quality of life of patients and building strong therapeutic relationships (P11)".

Caring and empathy values

This subtheme means how nurses provide services with empathy and human values, as contained in the answers:

"I feel that it is good in caring for patients, many aspects affect the success of treatment, one of which is caring/empathy (P8)", "In my opinion, the concept of holistic nursing care based on caring is perfect because caring or human values are fundamental in implementing nursing or midwifery care (P10)".

Influence on the quality of health services

This subtheme emphasizes that caring-based holistic nursing care greatly influences the level of health services contained in the answer:

"Very necessary, because caring-based holistic nursing care greatly influences the level of health services (P4)".

Psychological and spiritual approach

This sub-theme explains that holistic nursing care, based on caring, needs to apply a psychological, social, and spiritual approach in nursing, which is contained in the answers:

"Nursing approach to patients and families, both from social, spiritual, psychological, economic aspects (P1)", "Caring-based nursing care is a service to patients not about medical treatment but identifying whether their psyche (P6)", "Nursing approach carried out with a psychological, social, spiritual approach (P12)".

Perception of the influence of caring-based holistic nursing care on patient satisfaction and loyalty

Themes related to perceptions of caring-based nursing care towards patient satisfaction and loyalty can be classified as the fulfillment of multidimensional needs (biological, psychological, social, economic, cultural), patient trust, therapeutic communication and therapeutic relationships, caring attitudes and personal approaches, and empathy, and effectiveness of care and patient satisfaction.

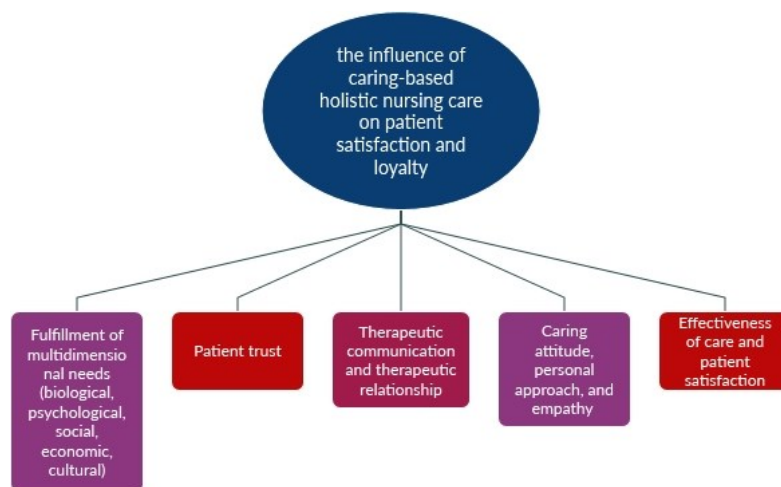


Figure 3. Perception of the influence of caring-based holistic nursing care on patient satisfaction and loyalty

The following are keywords in the form of participant answers related to perceptions of caring-based nursing care towards satisfaction and loyalty:

Fulfillment of multidimensional needs (biological, psychological, social, economic, cultural)

This subtheme means or includes a holistic nursing care approach carried out by nurses that includes multidimensional needs contained in the answers:

"Holistic care affects patient satisfaction because it fulfills psychological, economic, and other needs (P1)", "Patient satisfaction increases with the implementation of holistic care that includes biological, psychological, social, and cultural aspects (P5)", "Nurses are required to fulfill the needs of clients in healthy, sick, or critical conditions (P7)".

Patient trust

This subtheme explains that holistic nursing care based on caring can increase patient trust, as stated in the answers:

"Increasing patient trust in health services (P2)", "Holistic care increases patient satisfaction because of trust in nurses (P11)".

Therapeutic communication and therapeutic relationship

This subtheme explains that holistic nursing care, based on caring carried out with therapeutic communication, will improve good relationships, as contained in the answer:

"Therapeutic communication, trusting relationships, and the health worker's wholeheartedness fulfill the patient and family's need for comfort and safety (P3)".

Caring attitude, personal approach, and empathy

This subtheme means the importance of caring in a personal approach, contained in the answers:

"Caring attitude makes patients feel comfortable, cared for, and cooperative in services (P4)", "Caring-based services listen to patient complaints, not just their illness (P6)", "Holistic care empathizes and feels what patients and families experience, encourages routine check-ups (P8)", "Caring-based nursing affects satisfaction if nurses can care with this approach so that patients feel comfortable and open (P12)".

Effectiveness of care and patient satisfaction

This subtheme means that holistic nursing care based on caring can increase patient satisfaction, as stated in the answers:

"Holistic care is achieved if the patient does not complain of the pain they feel (P9)", "This care increases patient satisfaction with the service (P10)".

Perceptions of the experience of providing or receiving caring-based holistic nursing care

Themes related to perceptions about the experience of providing or receiving caring-based nursing care based on participant answers can be classified as the experience of providing caring-based care that opens communication and patient trust, the experience of providing care that increases patient comfort and satisfaction, the experience of providing care that involves a spiritual and social approach, and experiences and challenges in holistic care practices.



Figure 4. Mind Map of Perceptions about the experience of providing or receiving caring-based holistic nursing care

The following are keywords in the form of participant answers related to perceptions about the experience of providing or receiving caring-based holistic nursing care in:

Opening communication and patient trust

This subtheme means that the experience of providing holistic nursing care based on caring can open communication and patient trust, as stated in the answers:

"Experiencing patients who were initially closed about family problems, after a caring approach the patient was willing to open up and receive appropriate psychological and medical treatment (P1)", "With caring services, patients feel cared for and are more open about their medical history (P4)", "Caring approach forms patient life support and enthusiasm for carrying out activities during treatment (P11)", "Caring-based care makes patients feel comfortable and open about their illness (P12)".

Improving patient comfort and satisfaction

This subtheme means that the experience of providing holistic nursing care based on caring can improve patient comfort and satisfaction, as stated in the answers:

"Providing empathy and comfort that makes patients feel satisfied and recover faster (P2)", "Confidence that all patients currently receive caring-based care (P3)", "Holistic caring-based

programs in the obstetrics room with aroma therapy, audio, massage, etc., improve patient comfort (P10)".

Involving spiritual and social approaches

This subtheme means that the experience of providing holistic nursing care based on caring should use a spiritual and social approach, as contained in the answers:

"Providing spiritual advice for patients who feel unaccepted with their illness (P6)", "Social coordination for patients without family and shelter, involving the community for social support and patient recovery (P7)", "Serving patients with special needs (routine HD) and involving family and oxygen concentrator review programs for home care (P8)".

Challenges in practicing holistic nursing care

This subtheme explains the challenges of providing caring-based holistic nursing care in health services as contained in the answer:

"Recognizing that direct provision of holistic care in the field is still rare or lacking (P9)".

Perceptions about the components that must be present in holistic nursing care based on caring

Based on participant answers, themes related to perceptions about the components that must be present in caring-based holistic nursing care are classified as therapeutic communication, professional capacity of nurses, multidimensional approach, institutional support system, and professional ethics.



Figure 5. Mind map of perceptions about components that must be present in caring-based nursing care

The following are keywords in the form of participant answers related to perceptions about the components that must be present in caring-based nursing care:

Therapeutic communication

This subtheme specifically means that therapeutic communication is related to effective communication, trusting relationships, listening to complaints, and providing a sense of security and comfort contained in the answers.

"Components in holistic nursing based on caring, well-established therapeutic communication between patients and nurses, nurses' readiness to provide nursing care, patient needs by the nursing care provided, nurses' knowledge in social, spiritual, psychological aspects (P1)", "Therapeutic communication applied, code of ethics applied (P4)", "Therapeutic communication, trusting relationship between patients and nurses (P5)", "Effective communication (P6)", "Components of holistic nursing care based on caring, good therapeutic communication skills, providing maximum nursing care, fulfilling the patient's psycho, social, spiritual needs (P12)".

Professional capacity of nurses

This subtheme means that nurses' professional capacity can be assessed based on their readiness, emotional control and patience, ability to assess patients biopsychosocially and spiritually, caring attitude, wholehearted service, and the effectiveness and efficiency of implementation contained in the answers.

"Communication, Emotional control, patience, Ability to assess patients as sick people biologically and psychologically (P3)", "Availability of tools and facilities, Caring attitude of nurses, and Serving wholeheartedly (P7)", "Important components are beneficial for patients and nurses, Easy to apply, Effective and efficient in implementing it (P10)".

Multidimensional approach to patients

This subtheme means that in implementing holistic nursing care based on caring, a multidimensional approach to patients is needed, including fulfilling biological, psychological, social, spiritual, and cultural needs, respecting patient diversity, and fulfilling patient needs as a whole, which are contained in the answers:

"Bio Psycho Social Spiritual (P8)", "Bio Psycho Social Spiritual Cultural (P9)", "Prioritizing patient needs, Respecting diversity, Building therapeutic relationships (P11)", "Components of holistic nursing care based on caring, Good therapeutic communication skills, providing maximum nursing care, fulfilling patient psycho, social, spiritual needs (P12)".

Institutional support system

This subtheme means that the institutional support system includes the availability of tools and facilities, work environment support, and the need for collaboration with the community and patient families, as stated in the answers:

"Components in holistic nursing based on caring, well-established therapeutic communication between patients and nurses, nurses' readiness to provide nursing care, patient needs by the nursing care provided, nurses' knowledge of social, spiritual, psychological needs (P1)", "Availability of tools and facilities, Nurses' caring attitude, and Serving wholeheartedly (P7)".

Professional ethics

This subtheme emphasizes the importance of professional ethics in holistic nursing practice based on caring, including the application of a code of ethics, honesty, and integrity in services contained in the answers.

"Empathy, Mutual Trust, Providing optimal services, Honesty, Providing a sense of security and comfort to patients (P2)", "Therapeutic communication applied, Code of ethics applied (P4)", "Important components Beneficial for patients and nurses, Easy to apply, Effective and efficient in implementing it (P10)".

Perceptions on how to implement caring-based holistic nursing care in health practice

Based on participant answers, themes related to perceptions on how to implement caring-based holistic nursing care in health practice are classified as therapeutic communication, professional readiness of nurses, holistic approach to patients, institutional system support and professional ethics, and nursing care process.

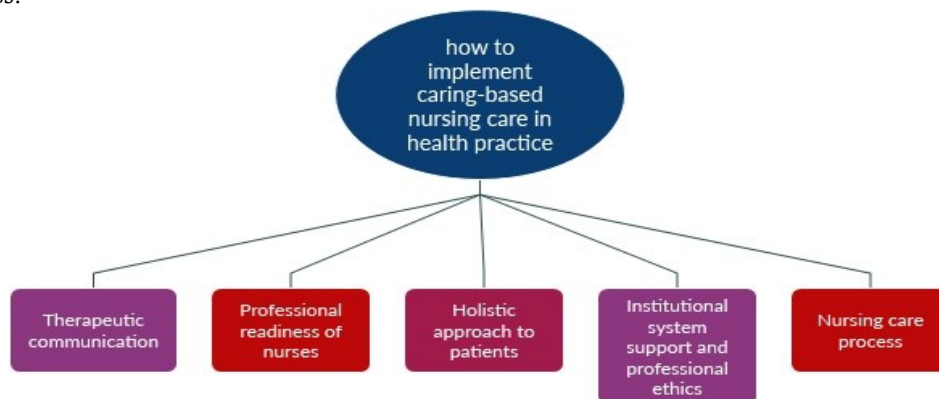


Figure 6. Mind Map of Perceptions on how to implement caring-based nursing care in health practice

The following are keywords in the form of participant answers related to how to implement caring-based holistic nursing care in health practice:

Therapeutic communication

This subtheme specifically means that therapeutic communication is the main way to implement caring-based nursing care in health practice, which is contained in the answers:

"Therapeutic communication (P2)", "Implementing this caring-based holistic nursing care by communicating therapeutically well, creating a comfortable atmosphere every time nursing care is carried out (P12)".

Professional readiness of nurses

This subtheme explains that nurses' professional readiness is essential in providing holistic nursing care based on caring, implementing a dynamic approach, and a sense of care in the answers.

"In my opinion, in health practice, holistic nursing care based on caring needs to be implemented, namely the readiness of nurses in providing caring-based care, nurses can pay attention to patients related to their illnesses, but can understand other needs, such as social, family, or the surrounding environment, the needs or economic conditions that the patient is facing, and the spiritual needs of patients such as patients who have difficulty praying and nurses can facilitate (P1)", "By always saying hello, introducing yourself, smiling, greeting, greeting, being polite (P3)", "A dynamic approach, where nurses work further to improve their concern for clients (P7)".

Holistic approach to patients

This subtheme explains that a holistic approach to patients' needs has to be carried out in implementing nursing care to provide services wholeheartedly and provide comfort to patients, as stated in the answers:

"In my opinion, in health practice, holistic nursing care based on caring needs to be implemented, namely the readiness of nurses to provide caring-based care, nurses can pay attention to patients related to their illnesses, but can understand other needs, such as social, family, or the surrounding environment, the needs or economic conditions that patients are facing, and the spiritual needs of patients such as patients who have difficulty worshipping and nurses can facilitate (P1)", "Providing services with compassion and wholeheartedly (P5)", "By reviewing in depth the problems faced by patients and their families and finding solutions together (P8)", "By approaching patients first to provide comfort to patients (P11)".

Institutional system support and professional ethics

This sub-theme explains that in carrying out holistic nursing care, institutional system support is needed by implementing nursing ethics according to the standards in the answers.

"Inseparable from the nursing ethics of the SOP (standard operating procedure) that is implemented (P4)", "Implementing care according to the needs of the recipient and the skills of the service provider (P10)".

Nursing care process

This subtheme explains that the holistic nursing care process, based on caring, starts from the assessment stage to the evaluation stage, which is included in the answer:

"How to implement, such as providing nursing care as usual from assessment (problem identification) to implementation (P6)".

DISCUSSION

Nurses' perceptions of caring-based holistic nursing care demonstrate a deep and comprehensive understanding of the importance of a multidimensional approach in providing health services. The research findings revealed five main themes that were the focus of nurses' perceptions, namely general perceptions of caring-based holistic care, its influence on patient satisfaction and loyalty, experiences in providing or receiving care, essential components that must be present in care, and how to apply it in daily health practice.

The first theme of general perceptions confirms that nurses understand caring-based holistic nursing care as an approach that includes patients' biological, psychological, social, spiritual, and economic aspects. This is reflected in the participants' answers, which emphasize the importance of paying attention to the diverse backgrounds and characteristics of patients, as well as the unique emotional needs of patients. This understanding is in line with the concept of holistic nursing, which requires nurses to not only focus on the patient's physical condition but also the psychosocial and spiritual aspects that affect the healing process and overall patient well-being (Hawthorne & Gordon, 2020; Mousavizadeh & Jandaghian-Bidgoli, 2024).

The influence of holistic care on patient satisfaction and loyalty was the second prominent theme. Participants stated that implementing caring-based care can increase patient satisfaction with health services, ultimately strengthening patient loyalty. This satisfaction comes not only from the quality of medical services, but also from the human values and empathy nurses show during the care process. The study's results show that holistic nursing care based on caring can create a more personal and meaningful relationship between nurses and patients, crucial in building trust and practical cooperation (Shaban et al., 2024).

The third theme relates to the nurse's experience providing or receiving holistic care-based care. Participants reported that the caring approach opens up better communication between patients and nurses, making patients feel more comfortable and open in conveying their complaints and needs. This experience also includes the implementation of spiritual and social approaches, such as providing psychological support and involving family and the community in the care process. This approach increases patient comfort,

accelerates the recovery process, and improves the patient's quality of life during treatment (Mercan & Mersin, 2025).

Important components in caring-based holistic nursing care became the fourth theme identified. Effective therapeutic communication, professional capacity of nurses, multidimensional approach to patients, institutional system support, and professional ethics (Shaha M.Z & Grace P.J, 2023) are key elements that must be present in implementing this nursing care. Participants emphasized that good communication and a trusting relationship between nurses and patients are the main foundations of quality care. In addition, the mental and emotional readiness of nurses, the ability to assess the patient's biopsychosocial-spiritual needs, support from the institution, and the implementation of a professional code of ethics are important factors that support the success of caring-based holistic nursing care.

The last theme, namely, how to implement caring-based holistic nursing care in health practice, emphasizes the importance of nurses' professional readiness, therapeutic communication, a holistic approach to patients, institutional system support, and adherence to professional ethics. Participants stated that implementing this care involves a comprehensive assessment process, problem identification, and implementation tailored to the patient's needs and the service provider's capabilities. A dynamic and empathetic approach is key to creating a comfortable and safe patient atmosphere, so that the care provided can run effectively and provide optimal results. This aligns with research by (Indridadottir & Nisco-Madden, 2024), which explains that holistic nursing care applies a comprehensive assessment of all humanistic aspects.

The results of this study show strong alignment with the theory and findings of previous studies regarding caring-based holistic nursing care. Holistic care that emphasizes meeting the multidimensional needs of patients has long been a foundation in humanistic nursing practice (Al-Hamad et al., 2025). According to (Enríquez-Hernández et al., 2021; McCance & McCormack, 2025), a holistic approach to nursing must encompass all aspects of a patient's life to achieve optimal health outcomes. The findings of this study, which highlight the importance of understanding the diverse backgrounds and characteristics of patients and their emotional needs, are very much in line with this view, which emphasizes that effective care must consider the patient's context as a whole.

In addition, this study strengthens the role of therapeutic communication as a key element in building a trusting relationship between nurses and patients. The theory of Watson (2012) and Turkel et al., (2018) about caring science emphasizes that effective communication and empathy are at the heart of caring nursing practice that can increase patient trust and satisfaction. The finding that good therapeutic communication can open up patient communication and increase patient comfort and openness in conveying complaints empirically supports this theory. This is also in line with research by Wampold, (2021) and Jojan & Carroll (2025) related to Peplau's theory, which emphasizes the importance of a therapeutic relationship in the patient's healing process.

This study also emphasizes the importance of professional ethics and institutional system support in implementing caring-based holistic nursing care. Applying a code of ethics, honesty, integrity, and the availability of adequate tools and facilities are crucial supporting factors so that nurses can provide optimal services. This is based on the findings of (Sarıköse & Göktepe, 2022), which stated that institutional support and professional ethics are important foundations in quality and sustainable nursing practice. The involvement of institutions in providing resources and a conducive work environment significantly influences the effectiveness of the implementation of holistic care (Wei, 2022).

However, this study also reveals challenges in directly implementing holistic care in the field, which are still rare or less than optimal. This indicates a gap between theory and practice that needs further attention. Previous research by Mandal et al., (2020) acknowledged that although the concept of caring and holism has been widely accepted, its implementation is often hampered by limited resources, time, and adequate training. Thus, these findings provide an important contribution by highlighting the need to strengthen training and institutional support to implement caring-based holistic nursing care consistently and effectively.

This study also enriches the understanding of how a multidimensional patient approach increases patient satisfaction and their loyalty to health services. This aligns with the research of (Nissen et al., 2021), which shows that patient satisfaction increases when their psychological, social, and spiritual needs are met in the care process. Thus, this study confirms previous findings and emphasizes the importance of integrating these aspects in daily nursing practice.

Overall, the results of this study strengthen the theory and practice of caring-based holistic nursing care with strong empirical evidence from nurses' perceptions in the field. These findings emphasize that the success of holistic care is highly dependent on the ability of nurses to integrate therapeutic communication, a multidimensional approach, professional ethics, and institutional support. Thus, this study provides a solid

foundation for developing policies and training programs that can improve the quality of nursing services comprehensively and sustainably.

This study emphasizes the importance of effective therapeutic communication for building trust between nurses and patients, which creates a comfortable atmosphere and encourages patient openness. A multidimensional approach that includes biological, psychological, social, spiritual, and economic aspects must be the foundation of nursing practice to improve patient satisfaction and loyalty. In addition, professional ethics and adequate institutional system support are crucial for successfully implementing caring-based holistic care. A code of ethics, integrity, and conducive facilities and work environments are the main prerequisites for nurses to provide optimal and sustainable services.

Theoretically, this study strengthens the concept of caring science and holistic nursing by emphasizing the integration of therapeutic communication, a multidimensional approach, professional ethics, and institutional support. The study also identified challenges in implementing holistic care in the field, such as limited resources and training, which must be addressed by developing more effective policies and training programs. Practical recommendations include increasing the professional capacity of nurses through communication training and a holistic approach, as well as strengthening institutional support systems consistently. This will encourage more humanistic, effective, and sustainable nursing services, while increasing patient satisfaction and loyalty in various health care settings.

CONCLUSION

This study shows that caring-based holistic nursing care is very relevant to health service needs that prioritize a multidimensional approach that includes biological, psychological, social, spiritual, and economic aspects of patients. The study's results revealed that implementing effective therapeutic communication, caring attitudes, and professional and institutional ethical support contributed significantly to increasing patient satisfaction and loyalty. Despite challenges such as limited resources and training, this holistic nursing care remains an essential foundation in humanistic and comprehensive nursing practice, based on the theory of caring science and the principles of holistic nursing.

ACKNOWLEDGMENT

Thank you to the Head of Intan Martapura Health College (Stikes Intan Martapura) and the Head of the Research and Community Service Unit. We also thank the Director of Idaman Banjarbaru Regional Hospital and the nurses who participated in this study.

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