
Effect of Family-Centered Care Implementation on Reducing Parental Stress in The Gardenia Room at Muhammad Sani Hospital, 2024

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Abstract

Hospitalizing a child can be a very stressful experience for parents and can cause stress. From the results of interviews with 5 parents, it was found that most experienced symptoms of stress such as changes in diet, sleep and fatigue, while observation results showed various behaviors such as daydreaming, using smartphones when looking after children, and speaking in a commanding tone to nurses. This research was conducted to determine the effect of implementation *family centered care* on hospitalization stress in parents with children being treated in the Gardenia room at Muhammad Sani Regional Hospital in 2024. This research was conducted in July 2024 with 42 parents as respondents. The experimental research method that will be used is research design *Pre-Experimental Design*. Average parental stress level before intervention *Family Centered Care* (FCC) in the Gardenia room at Muhammad Sani Regional Hospital in 2024 was 18.54 and after intervention it was 12.61. Effect test results using *Wilcoxon Signed Ranks Test* obtained a significance value of 0.000 <0.05 so it can be concluded that there is an influence of implementation *family centered care* on hospitalization stress in parents with children being treated in the Gardenia room at Muhammad Sani Regional Hospital in 2024.

Keywords : *Family Centered Care* (FCC), Hospitalization, Parents, Stress

Introduction

Hospitalization is when a patient stays in a hospital to receive care or treatment that helps him overcome or alleviate his illness. In this case, the hospitalized child faced a crisis situation, causing him to become ill and hospitalized. This condition occurs because children try to adapt to new and unfamiliar environments, especially hospitals. As a result, this situation causes stress for the child and his family (Christians in Rahmania et al., 2023).

Children will face physical limitations due to their illness while being treated in hospital, which can cause conflict due to the child's desire to explore. Therefore, when preschool-aged children are hospitalized, the most common responses shown by preschool-aged children are fear of losing control, fear of physical injury and pain as a result of the child's fantasies and imagination (Hockenberry et al., in Fiteli et al., 2024).

If a child is sick and has to be hospitalized, parents and children can experience stress. Parents may be worried and uncomfortable if their child is hospitalized. Parental anxiety can cause emotions such as fear, dread, hopelessness, and irritation. Children can experience discomfort and feelings of loss when faced with new and unheard of situations (Julianti et al. in Fiteli et al., 2024).

According to the World Health Organization (2021), around 200 million parents worldwide (3.6% of the population) experience concerns, including parents who have admitted their children to hospital. Nearly 50% of these parents come from Southeast Asia. Whether living in urban or rural areas, 76.81% of Indonesia's 84.4 million children were hospitalized in 2019. Data shows that 32.28% of boys and 32.28% of girls experienced health complaints.

Children aged 0 to 17 years who live in urban areas experience health complaints more often than children in rural areas. According to the Ministry of Women's Empowerment and Child Protection (2020), 30% of children in rural areas experience health complaints, while 34% of children in cities.

According to Ekawarna (2018) symptoms of stress that can be seen in a person are looking tense, easily losing patience, or losing all perspective so that they feel like they are giving up, changes in eating patterns and sleeping patterns, muscle and vocal tremors, sometimes it can affect the small muscles involved. isolated ones such as those in the mouth or eyelids, as well as ongoing stress will make a person physically exhausted.

If parental stress is not addressed early, it can reduce the intensity of therapy and care during the child's recovery period in the hospital, which can also have a negative impact on the child. Stressed parents will increase the child's anxiety level, which makes child action or therapy difficult (Nurmi & Bruce in Afiatantri & Nur Solikah, 2021).

According to research conducted by Yeni et al., (2014) which aims to determine the relationship between treatment actions and parents' stress levels. The results show that the stress experienced by parents when their children are cared for by parents who have low and high levels of stress is the same (50%). Then, from the results of the analysis, a p value of 0.589 was obtained, which means there is no relationship between treatment measures and parents' stress levels. According to Yeni et al., (2014) parents who have high stress are caused by the separation of parents from their children and parents' ignorance and lack of understanding in caring for children, while parents who have low stress are

because they are confident in the abilities and skills possessed by nurses so that The stress that occurs can be handled by parents.

According to Wahyuni et al., (2022) to overcome the impact of hospitalization, one intervention that can be carried out, especially in children's rooms, is by implementing Family Centered Care (FCC) or family-centred care, defined as a family-centred care philosophy, recognizing the family as a constant. in a child's life. FCC believes in supporting individuals, respecting, encouraging and enhancing the strengths and competencies of families. By implementing FCC, it will be possible to reduce separation, reduce feelings of loss, and reduce fear when with doctors and nurses (Arbakyah et al., 2021).

There are two key ideas in Family Center Care (FCC), namely the concepts of enabling and empowering, which means enabling and empowering families in providing nursing care. Families are given the opportunity to demonstrate their abilities and skills that are useful for meeting the needs of their children and families. By implementing FCC, family empowerment can help parents reduce the stress parents experience due to their child's condition and care. Parental learning helps parents better understand what they are doing, know their strengths, become more confident, and make decisions about their child's care.

In research conducted by Sarjiyah et al., (2018), the aim was to determine the relationship between the implementation of Family Center Care (FCC) by nurses and parental stress during hospitalization. The research results obtained a p value of 0.000, which means there is a relationship between the application of FCC by nurses and parental stress during hospitalization. According to Sarjiyah et

al., (2018), the better the implementation of FCC, the lower the stress experienced by parents.

Nurses who provide nursing care to children are very important in helping parents optimize Family Center Care (FCC) through continuous assistance from the time they are admitted to the hospital until they return home. The goal of implementing FCC is to improve communication and cooperation between health professionals and families, as well as clinical decision making based on better information and collaborative processes. When a treatment plan is developed together with the family, follow-up is better, which means that the treatment process becomes more effective and efficient (Suza, in Sapeni & Juwita, 2022).

Based on data on the number of child patients in the last three years obtained by researchers from the patient register in the children's room or Gardenia room at Muhammad Sani Regional Hospital, there were 516 child patients in 2021, 803 in 2022, and 653 in 2023. However, the data was collected over three the last month in 2024 comes from 53 pediatric patients in March, 40 pediatric patients in April, and 50 pediatric patients in May. Of all the patients seen in the last 3 months, there were 143 pediatric patients, of which 83 were male, while 60 were female, the majority of cases experienced by children, namely gastroenteritis, febrile fever and bronchopneumonia, occurred in the last three months.

Based on a preliminary study conducted by researchers by conducting interviews with 5 parents regarding the symptoms of stress felt when their children were being cared for, 3 parents said they experienced changes in eating and sleeping patterns and felt tired, while 2 parents said they had not eaten so their bodies were shaking and felt

tired. tired because there is no other family who can take turns to look after the child. Researchers also made observations of the children's parents, where there were parents who were daydreaming when the nurse visited them, there were also those who were looking after the children while using their smartphones, and there were also those who looked disheveled and tired when the nurse visited them.

Based on the results of the researcher's observations in the room, results were also obtained where there were parents who communicated in a soft tone and there were also those who had a commanding and impatient tone. Not only that, there were parents who came to ask the nurse for help with smiling faces and there were also those with gloomy faces. A further preliminary study was carried out by researchers by interviewing Muhammad Sani, head of the Gardenia RSUD room. FCC has involved parents during child care in the Gardenia room. Even though there are parents who show symptoms of stress when their child is hospitalized, parents are given the opportunity to accompany their child and be actively involved in the treatment process. The head of the room claimed that this was caused by some nurses who did not understand the principles of FCC nursing care. At Muhammad Sani Regional Hospital itself, FCC does not have implementation standards or training, and there has never been an FCC evaluation in pediatric nursing care.

Research Methods

The research method used is *Pre-Experimental Design* with shape *One*

Research Result

Group Pretest-Posttest Design. The sample in this study were parents with children being treated in the gardenia room at Muhammad Sani Regional Hospital, a total of 42 respondents who were taken using the *purposive* sampling by establishing inclusion and exclusion criteria. The research was carried out in July 2024 in the Gardenia room at Muhammad Sani Regional Hospital.

There are data collection tools used in this research, namely the first is a questionnaire which contains the identity of the, the second is the Family Centered Care (FCC) Standard Operating Procedure (SOP) which contains information about standard procedures for implementing family centered care and a checklist sheet for implementing family centered care prepared by researchers. Standard Operating Procedures (SOP) are a set of instructions or activities that a person carries out to complete work safely, without a detrimental impact on the environment (Ripmiatin, 2019), and finally a questionnaire to measure the stress of parents with children in care. Stress measurement in parents uses the DASS 21 (Depression Anxiety Stress Scale) instrument translated by Damanik. This questionnaire has been tested for validity in research conducted by Hakim & Aristawati (2023). The *r* value was found to be between 0.312 - 0.784, while the reliability value of the DASS questionnaire with Cronbach's alpha value for each indicator, namely depression (0.880), anxiety (0.860), and stress (0.770).

. Data were collected and analyzed statistically using univariate and bivariate analysis using tests *Wilcoxon Signed Ranks Test*.

**Table 1 Frequency Distribution of Stress Levels Before Implementation
*Family Centered Care***

| Stress Level | f | % | Mean | SD |
|------------------|----|------|-------|------|
| Normal | 16 | 38,1 | 18,54 | 9,07 |
| Mild | 7 | 16,7 | | |
| Moderate | 10 | 23,8 | | |
| Severe | 7 | 16,7 | | |
| Extremely Severe | 2 | 4,8 | | |

Based on the table above, it is known the stress level of parents before implementation *family centered care* where parents with normal stress levels were 16 respondents (38.1%), mild 7 respondents (16.7%), moderate 10 respondents (23.8%), severe 7 respondents (16.7%), and extremely severe 2 respondents (4.8%). Raverage parental stress before implementation *family centered care* obtained a mean value of 18.54 and SD (*standard deviation*) is 9.07, which means the standard deviation/measure of the general distribution of data in a sample to see how far or how close the data value is to the average.

**Table 2 Frequency Distribution of Stress Levels After Implementation
*Family Centered Care***

| Stress Level | f | % | Mean | SD |
|--------------|----|------|-------|------|
| Normal | 23 | 54,8 | 12,61 | 7,83 |
| Mild | 7 | 16,7 | | |
| Moderate | 10 | 23,8 | | |
| Severe | 2 | 4,8 | | |

Based on the table above, it is known the stress level of parents after implementation *family centered care* where parents with normal levels of stress were 23 respondents (54.8%), 7 respondents had mild stress (16.7%), 10 respondents had moderate stress (23.8%), and 2 respondents had severe stress (4.8%). Raverage parental stress after implementation *family centered care* obtained a mean value of 12.61 and SD (*standard deviation*) is 7.83, which means the standard deviation/measure of the general distribution of data in a sample to see how far or how close the data value is to the average.

Table 3 Effect of Implementing Family Centered Care on Hospitalization Stress in Parents with Children Being Treated in the Gardenia Room at Muhammad Sani Regional Hospital in 2024

| Stress Level | n | Mean | Min-Max | SD | Mean Difference | P Value |
|--------------|----|-------|---------|------|-----------------|---------|
| Pre Test | 42 | 18,54 | 2 - 41 | 9,07 | 5,93 | 0,000 |
| Post Test | | 12,61 | 1 - 29 | 7,83 | | |

Based on the table above, it can be seen that there is a decrease in mean stress in the initial measurement of 18.54 and the final measurement of 12.61 so that *mean difference* or a difference of 5.93, which means a decrease *mean* The mean stress level of parents decreased. On test *Wilcoxon Signed Ranks Test* The results obtained show that

the significance of 0.000 is smaller than 0.05 so it can be stated that there is an application effect *family centered care* on hospitalization stress in parents with children being treated in the Gardenia room at Muhammad Sani Regional Hospital in 2024.

Discussion

a. Stress Levels Before Deployment *Family Centered Care*

The results showed that parents' stress levels before implementation *family centered care* where there were 7 respondents (16.7%) who were very heavy, and 2 respondents (4.8%) who were very heavy. Of the 9 people who experienced severe to very severe stress, there were 2 people who always could not feel positive feelings because their children were sick. According to the researchers' assumptions, this shows that high levels of stress can hinder respondents' ability to experience positive emotions, which in turn can affect their interactions with children and the surrounding environment. The inability to experience positive feelings is a sign of stress, which can worsen a person's psychological condition if not treated appropriately.

Psychologically, stress arises from excessive feelings of anxiety experienced by a person, in this case the anxiety experienced by parents when their child has to undergo treatment in hospital. Excessive anxiety will have an impact on a person's physical and psychological problems. For physical problems, parents will feel tired easily and have a headache while looking after their child in the hospital, parents will lose their appetite, the body will feel shaky and the heart will feel pounding, nausea, vomiting, muscle aches and stiffness in the neck, while for

psychological problems parents will feel afraid about the child's health condition, have difficulty concentrating during treatment, feel anxious and worried about the child's health condition, feel sad and often become lost in thought during the child's treatment process (Ngastiah, 2020).

The child care situation for some parents is psychologically overwhelming and they really want a resolution to reduce the anxiety they experience. According to Erizon & Sari (2023) hospitalization is a process which, for some planned or emergency reason, requires the child to stay in hospital, undergo therapy and treatment until he is returned home, during this process the child and parents can experience various events that According to several studies, it is shown to be a very traumatic and stressful experience.

During hospitalization, parents must play a role in the child's care in hospital.

According to Ekawarna (2018) symptoms of stress that can be seen in a person are looking tense, easily losing patience, or losing all perspective so that they feel like they are giving up, changes in eating patterns and sleeping patterns, muscle and vocal tremors, sometimes it can affect the small muscles involved. isolated ones such as those in the mouth or eyelids, as well as ongoing stress will make a person physically exhausted.

If parental stress is not addressed early, it can reduce the

intensity of therapy and care during the child's recovery period in the hospital, which can also have a negative impact on the child. Stressed parents will increase the child's anxiety level, which makes child action or therapy difficult (Nurmi & Bruce in Afiatantri & Nur Solikah, 2021).

b. Stress Levels After Deployment *Family Centered Care*

After the intervention was carried out, it turned out that there were still 10 respondents who experienced moderate stress (23.8%) and 2 people (4.8%) who experienced severe stress. Of the 12 people who experienced moderate to severe stress, 6 of them still often felt sad and depressed since their child was sick, often couldn't relax, often felt unable to carry out activities after their child was sick and often had difficulty swallowing.

Despite the implementation of the FCC, these results suggest that some parents still feel significant stress during their child's care process. This indicates the need for further adjustments in the implementation of FCC, perhaps by increasing the frequency of interactions between medical personnel and parents or by adding more intensive psychological support for parents experiencing severe stress.

Family Centered Care (FCC) or family-centered care is defined as a philosophy of family-centered care, recognizing the family as the constant in a child's life. *Family Centered Care* believes in individual support, respect, encouragement and increasing the strength and competence of the

family. Nursing interventions using approaches *family centered care* emphasizes that policy making, planning treatment programs, designing health facilities, and daily interactions between clients and health workers must involve the family (Damanik & Sitorus, 2020).

The basic concepts in the family center care philosophy process, namely *enabling* and *empowering*. *Enabling* is by creating opportunities for families to demonstrate their abilities and competencies that are useful in meeting the needs of children and families. *Empowering* explains professional interactions with families where families need to feel safe about their family life and support positive changes as a result of mutual helping behavior, strengthening abilities and actions provided (Damanik & Sitorus, 2020).

In implementing FCC, the nurse's task is to maximize all forms of support given or received by parents, be it psychological, emotional support and social support that comes from the parent's own family. According to Mulyani et al., (2019) the role of nurses as providers of social support is very important in overcoming anxiety and trying to ensure that patients do not feel anxious through comprehensive nursing care biologically, psychologically, socially and spiritually. The role of nurses is also very important to provide support and counseling to reduce anxiety levels, especially to the patient's parents. Social support (nurses) greatly influences the level of anxiety in mothers when facing

child hospitalization (Tamsuri in Mulyani et al., (2019).

According to researchers' assumptions, this is caused by stress affecting the digestive system, including increasing stomach acid, which can cause various problems, such as difficulty swallowing or a burning sensation in the chest so that there is no desire to eat or no appetite to eat. According to Aritonang (2021), the emergence of abnormalities in the digestive system which is associated with stress/a person's psychology is very closely related to the influence of psychomotive disorders and the digestive system of a person who is experiencing stress because stress can cause an increase in stomach acid and gastrointestinal motility.

Based on the results of the discussion described previously, several parent respondents still experienced moderate to severe stress, this shows that the FCC carried out has not had much influence on the stress conditions experienced by parents. This can be influenced by several factors such as the type of illness experienced by the child, type of treatment and action, lack of support for parents, socio-economics, and parental knowledge.

Main focus in *Family Center Care* (FCC), namely enabling and empowering families in providing nursing care. Families are given the opportunity to demonstrate their abilities and skills that are useful for meeting the needs of their children and families. By implementing FCC, family empowerment can help parents reduce the stress parents experience

due to their child's condition and care. Parental learning helps parents better understand what they are doing, know their strengths, become more confident, and make decisions about their child's care. (Damanik & Sitorus, 2020).

With the FCC, collaboration is formed between nurses and parents in caring for children and, encouraging and increasing the strength and competence of the family. By implementing FCC, it will be possible to reduce separation, reduce feelings of loss, and reduce fear when with doctors and nurses (Arbakyah et al., 2021).

c. Effects of Implementation *Family Centered Care* Against Hospitalization Stress in the Elderly

The results of the study showed that there was a decrease in the mean stress in the initial measurement of 18.54 and the final measurement of 12.61, so the difference was 5.33, which means that the mean decrease in parents' stress levels experienced a decrease. On test *Wilcoxon Signed Ranks Test* The results obtained show that the significance of 0.000 is smaller than 0.05 so it can be stated that there is an application effect *family centered care* on hospitalization stress in parents with children being treated in the Gardenia room at Muhammad Sani Regional Hospital in 2024.

According to researchers' assumptions, the Family Centered Care approach has a positive impact in reducing stress levels in parents while their child is undergoing treatment in hospital. Implementing FCC not only helps reduce parental

anxiety and emotional distress, but also improves the overall experience during a child's hospital stay.

Findings related to these results are that the differences observed between before and after stress measurements do not occur by chance, but are the impact of the implementation of FCC. Thus, FCC was shown to be effective in reducing the stress of hospitalization in parents, which is in line with the literature showing the importance of parental involvement in child care during hospitalization.

As in research conducted by Sarjiyah et al. (2018) which aims to determine the relationship between the implementation of family centered care by nurses and parental stress during hospitalization. The results of the research showed that the majority of FCC implementation was in the good category, namely 45 respondents (47.4%), and the stress experienced by parents was in the low stress category, namely 44 respondents (46.3%). The correlation test results obtained p value = 0.000 (p value < 0.05) and r value = 0.899. The conclusion is that there is a relationship between the implementation of family centered care by nurses and parental stress during hospitalization.

The application of the Family Centered Care concept in the child care process has the aim of providing opportunities for parents to care for their children during the hospitalization process with supervision from nurses in accordance with applicable regulations (Fretes, 2012). Plus the

benefits that will be obtained if Family Centered Care is implemented in the child care process. The benefits that will be obtained are that the relationship between health workers and families will become stronger in improving the health and development of each child, improving clinical decision making based on better information and collaborative processes, creating and developing follow-up care plans in collaboration with families, increasing understanding of their strengths. family and capacity of service providers, and there are several other benefits that will be obtained (Ningsih & et al, 2022).

Conclusion

Based on the results of the research discussion entitled "The Effect of Implementation *Family Centered Care* "Regarding Hospitalization Stress for Parents with Children Being Treated in the Gardenia Room at Muhammad Sani Regional Hospital in 2024," several conclusions can be drawn:

- a. Average parental stress level before intervention *Family Centered Care* (FCC) in the Gardenia room at Muhammad Sani Regional Hospital in 2024 is 18.54.
- b. Average parental stress levels after intervention *Family Centered Care* (FCC) in the Gardenia room at Muhammad Sani Regional Hospital in 2024 is 12.61.
- c. There is an influence of application *family centered care* on hospitalization stress in parents with children being treated in the Gardenia room at Muhammad Sani Regional Hospital in 2024 (p value = 0.000) and obtained a decrease in

the average stress score before and after the intervention, namely 5.93.

Suggestion

Based on the conclusions above, the author can put forward the following suggestions:

- a. For the Nursing Profession
By adopting the principles *Family Centered Care* (FCC) such as appreciation and respect for family values, transparent sharing of information, active participation of parents in care, as well as close collaboration between nurses and families, nurses can create a more supportive and comfortable environment for families. This approach helps parents feel more involved and empowered in their child's care, reducing feelings of anxiety and stress that arise from uncertainty and lack of control during the hospitalization process.
- b. For Muhammad Sani Regional Hospital
Hospitals need to respect family values and beliefs, provide complete and easy-to-understand information, and invite parents to be actively involved in making decisions regarding their child's care. In addition, collaboration between health professionals and families in planning and implementing care can create a supportive environment, reduce anxiety, and increase positive experiences during hospitalization.
- c. For Parents
Implementation *Family Centered Care* (FCC) can be very helpful in reducing the stress of hospitalization in parents of children in care. By prioritizing a family-focused approach, parents are invited to actively participate in their child's care, share information

with medical personnel, and establish close collaboration.

- d. For Further Researchers
For future researchers, it is important to further explore applications *Family Centered Care* (FCC) related to other factors that may influence the FCC on parental hospitalization stress, such as the child's age, underlying medical conditions, or the level of social support that the parents have. It could then also be possible to develop and evaluate FCC interventions specifically aimed at parents of children with more critical or chronic medical conditions.

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