

**Keterampilan Komunikasi Tenaga Kesehatan dalam Memengaruhi Ibu Mengambil Keputusan Vaginal Birth After Caesarean (VBAC) di Klinik Bwcc Bekasi Tahun 2026 **

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Abstrak

<div style="text-align: justify;">Peningkatan angka persalinan sectio caesarea (SC) mendorong optimalisasi Vaginal Birth After Caesarean (VBAC). Keputusan ibu untuk menjalani VBAC tidak hanya dipengaruhi oleh pertimbangan klinis, tetapi juga oleh keterampilan komunikasi tenaga kesehatan. Penelitian ini bertujuan mengeksplorasi keterampilan komunikasi tenaga kesehatan dalam memengaruhi ibu mengambil keputusan VBAC di Klinik BWCC Bekasi. Penelitian menggunakan pendekatan kualitatif dengan desain studi kasus. Pengumpulan data dilakukan melalui wawancara mendalam kepada 6 ibu hamil dengan riwayat SC, 2 suami dari ibu hamil dengan riwayat SC, 3 bidan, 1 dokter spesialis kandungan, dan 1 penanggung jawab maternal, serta observasi non-partisipatif terhadap 3 bidan dan 2 dokter spesialis kandungan.

Informan dipilih secara purposive sampling. Hasil penelitian menunjukkan keterampilan openness ditunjukkan oleh tenaga kesehatan melalui penyampaian informasi yang jujur dan seimbang; other-orientation melalui penggalan kebutuhan dan preferensi pasien; empathy melalui respons terhadap kondisi emosional ibu hamil; supportiveness melalui pemberian motivasi dan pendampingan; serta equality melalui komunikasi dua arah yang partisipatif dan melibatkan suami/keluarga. Proses shared decision making berlangsung melalui choice talk yang dimulai sebelum konsultasi tatap muka, option talk melalui penyampaian informasi berbasis bukti, dan decision talk yang menghormati otonomi pasien. Dengan demikian, keterampilan komunikasi tenaga kesehatan memegang peranan penting dalam memengaruhi ibu dalam mengambil keputusan untuk menjalani VBAC.</div><hr /><div style="text-align: justify;">

The increasing rate of caesarean section births has highlighted the need to optimize Vaginal Birth After Caesarean as an alternative mode of delivery. A mother's decision to undergo VBAC is influenced not only by clinical considerations but also by the communication skills of healthcare providers. This study aimed to explore the communication skills of healthcare providers in supporting mothers' decision-making regarding VBAC at BWCC Clinic Bekasi. A qualitative study with a case study design was employed. Data were collected through in-depth interviews with six pregnant women with a previous caesarean section, two husbands of pregnant women with a previous caesarean section, three midwives, one obstetrician, and one maternal care coordinator, as well as through non-participant observation involving three midwives and two obstetricians. Informants were selected using purposive sampling. The findings showed that healthcare providers demonstrated openness by providing honest and balanced information; other-orientation by exploring patients' needs and preferences; empathy by responding to the emotional conditions of pregnant women; supportiveness by offering motivation and continuous assistance; and equality by fostering participatory two-way communication and involving husbands and family members. The shared decision-making process occurred through choice talk, which began prior to face-to-face consultations; option talk, which involved the provision of evidence-based information; and decision talk, which respected patients' autonomy. These findings indicate that healthcare providers' communication skills play a crucial role in supporting mothers in making informed decisions to undergo VBAC.</div>