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RESEARCH ARTICLE

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Nursing Therapy in Dealing with Anxiety of COVID-19 Patients Based on the Model of Interspersal Relations of Hildegard Peplau

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ABSTRACT

The rising incidence of COVID-19 positive affects the everyday life of everyone. Anxiety among the COVID-19 positive is one of the concerns of nurses because they are the one who are caring and dealing with those infected patients. The purpose of this study is to determine the nursing therapy in dealing with anxiety of COVID-19 patients, based on Interpersonal Relation's Theory of Hildegard Peplau that consists of four phases (orientation, identification, exploitation and resolution) which served as the guide to assess accurately the actions and techniques of nurses in dealing with anxiety of COVID-19 patients. Qualitative descriptive research design was utilized in this study to have a deeper understanding to the techniques provided by nurses in dealing with their patients. Researchers used a non-probability sampling technique, specifically referred sampling in choosing the 20 participants wherein they must handle COVID-19 positive patients and had attended trainings regarding mental health. A written interview questionnaire was disseminated to the participants to gather necessary data for this study. The statistical measure and analysis used in this study were frequency and percentage for participant's profile and thematic analysis for open-ended questions to compile, categories and look for patterns of data to help the researchers generate themes to assert the different nursing therapy in dealing with patients experiencing anxiety. Through the guide of Hildegard Peplau's Theory researchers found out eight themes; identifying anxiety techniques, interaction time, interview techniques, therapeutic communication techniques, relaxation techniques, attitude/behavior, therapeutic basis and health teaching. The findings of this study will serve as basis for nursing profession including nursing practice, nursing education, nursing research and clinical practice guidelines.

Keywords: interpersonal relation theory; anxiety; COVID-19; Hildegard Peplau

INTRODUCTION

Mental health is a holistic state of wellness in which an individual feels and practice the sense of being healthy to value his or her capabilities, manage and withstand the everyday stressors of life, exert active and fruitful actions, and capable of imparting and making an impact to the community where they belong.⁽¹⁾ Anxiety is considered a normal emotion and a vital part of daily lives, which is the brain's process of reacting to stress and alerting the potential danger that might happen. It is normal to feel anxious, and occasional anxiety is probably okay. Still, anxiety disorders are a different topic that needs to give immediate attention because they are a group of mental illnesses that cause persistent and enormous anxiety and fear. Excessive stress can affect our body's overall functioning that might prompt or aggravate the symptoms.⁽²⁾

COVID-19 pandemic has affected every citizen from different countries. With the loss of many lives of confirmed COVID-19 patients, the unparalleled physical, emotional, and financial suffering absorbing the peoples' attention and time requires individuals to notice and observe the inevitable crisis present in front of us. With an estimated 2.6 billion people under quarantine, we are bound to see its psychological effects.⁽³⁾

According to the Department of Health, as of November 11, 2020, 51,908,172 is the total confirmed cases worldwide, 401,416 total coronavirus in the Philippines, 3,347 cases in Region 2, 1,618 cases in Isabela, and 166 total cases in Santiago City.⁽⁴⁾ The number of confirmed cases seems continually rising and admitting people to different hospital and COVID facilities. Based on these statistics of U.S. Census Bureau and the National Center for Health Statistics, pandemic causes spike in anxiety and depression from 8.2% in January-June 2019 increased to 28.2% from May 14-19, 2020 and 36.9% increased from December 9-21, 2020.⁽⁵⁾ COVID-19 is linked to a multitude of psychosocial illnesses in addition to physical health issues. The spread of the novel coronavirus may have an influence on people's mental health in many places. During the COVID-19 pandemic, it is critical to preserve individual mental health and develop psychological interventions that can improve the mental health of susceptible groups.

From these statistics, the problem arises is developing and experiencing anxiety among COVID-19 positive patients due to their fear and worry about their condition.⁽⁶⁾ Stress and anxiety are common experience of both nurses and the patients due to COVID-19 pandemic. For nurses, they experience stress due to hectic schedules, increases number of patients especially patients who are being positive with coronavirus, tremendous responsibilities such as to meet the satisfaction of the patients, finish various paper works, provide quality care, produce healing and establish fast recovery as well as to act as a parent, husband/wife, child, friend and other roles in the society. Moreover, anxiety attacks nurses through thinking if they can avoid not to be infected and not to spread this virus to their love ones or to the people they interact with because they are prone to get this virus as they providing care to those patients who were COVID-19 positive.

On the other hand, patients positive with COVID-19 patients experience stress because of their condition, pain they experiences, thinking for the safety of their family, bills they need to pay for the hospitalization and balancing the positive and negative mindset. Anxiety is also other concern for the patients positive with the virus because they are having deep realization and thinking if they can survive to this virus, if their body and immunity can fight to still be alive and they are in the situation of thinking what will happen to them for the next second, minute, hour or day staying on the room where the virus are present which is the reason of all negativities they are experiencing.

With this, the result of the study will help to resolve the problem of some nurses who are difficult to make a therapeutic intervention by applying the nursing therapy in order to deal with the anxiety of COVID-19 patients.⁽⁷⁾ Furthermore, this study determined nursing therapy in dealing with the anxiety of COVID-19 patients based on the Interpersonal Relations Theory of Hildegard Peplau which consist of four phases including orientation, identification, exploitation and resolution. This model will help the researchers assess the different actions of nurses in dealing with their patients because it emphasizes the need of a nurse-client relationship rather than the client passively receiving care and the nurses passively carrying out doctor's order. Moreover, each phases have its own process on how nurses should deliver the nursing care to their patient.

Thus, the researchers were driven to conduct this study because people are struggling not only for safety in this pandemic but also for fighting their mental health, particularly anxiety, caused by COVID-19. This pandemic makes people frustrated, allowing them to think of the worse scenarios that affect their mental health, especially those infected with this virus. Moreover, nurses must understand seriously and engage with anxiety better to assess patients suffering from this condition and formulate techniques to help their patients address or deal with anxiety.

METHODS

The researchers used qualitative descriptive research design. A written interview questionnaire was the main instrument to gather necessary data for this study which categorized into four phases: Orientation, Identification, Exploitation, and Resolution adopted and influenced by the interpersonal relation theory of Hildegard Peplau. The sample size of twenty was selected using a non-probability sampling techniques, specifically referred sampling and this was limited only for nurses who undergone mental health trainings and handling COVID-19 positive patients. The statistical measure and analysis utilized in this study were the following:

1. Frequency and percentage

This was used on the participant's profile and first part of the questionnaire to determine nurses' primary therapeutic techniques in dealing with the anxiety of COVID-19 patients.

2. Thematic analysis.

This was used to all open-ended questions to compile and organize the data in terms of categories, same points, statements or answers, and patterns of meaning to help the researchers evaluate and analyze the gathered data correctly to determine the therapeutic techniques of nurses in dealing with the anxiety of COVID-19 patient.

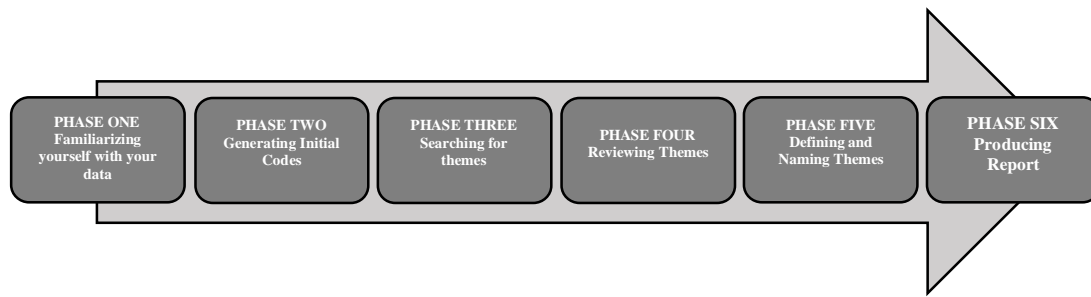


Figure 1: Braun and Clarke’s (2006) Six-Phase Guide to Thematic Analysis⁽⁸⁾

RESULTS

Participants of the Study

The participant’s background was composed of four categories (Age, Sex, Years of service as a nurse and Number of months as COVID-19 nurse).

Table 1. Frequency and percentage distribution of respondents’ according to age

Age	Frequency	Percentage
47 – 52 years old	1	5
41 – 46 years old	3	15
35 – 40 years old	2	10
29 – 34 years old	11	55
23 – 28 years old	3	15

The data shows the distribution of respondents' age, the majority age of nurses that assigned to isolation areas ranges from 29-34 years old, which means they are much more in dealing with patients with anxiety and they have more strong immunity, a reason why they assigned on isolation area than older nurses.

Table 2. Frequency and percentage distribution of respondents’ according to sex

Sex	Frequency	Percentage
Male	4	20
Female	16	80

The table shows that in terms of sex, female nurses are more prominent than male nurses because one of the main reasons is that women have traditionally dominated the nursing profession. Also, female nurses are more compassionate, nurtures and have empathy compared to the male nurse.

Table 3. Frequency and percentage distribution of respondents’ according to years in service as a nurse

Years in service as a nurse	Frequency	Percentage
Above 30 years	0	0
25 – 30	1	5
19 – 24	0	0
13 – 18	0	0
7 – 12	8	40
1 – 6	10	50
Less than a year	1	5

As the table shows, the number of years of nurses' services is from 1-6 years implied that nurses intend to stay based on their age, tenure, and unit type are all influence or want to get experiences to have them work in other countries.

Table 4. Frequency and percentage distribution of respondents’ according to number of month as a COVID nurse

Number of month as a COVID nurse	Frequency	Percentage
More than a year	0	0
10 – 12	6	30
7 – 9	9	45
4 – 6	0	0
1 – 3	1	5
Less than a month	4	20

As the table shows, the number of many months of a COVID nurse who exposed on COVID patients is from 7-9 months in which a number of COVID nurses assigned to isolation area are high due to high cases of COVID-19, and they are the one who put into work to take care and handle patients infected with the virus

Thematic Analysis

Researchers generated eight significant themes that will represent the nursing therapy in dealing with the anxiety of COVID-19 patients to answer the general research question of this study. The themes are identifying anxiety techniques, interaction time, interview techniques, therapeutic communication techniques, relaxation techniques, attitude/behavior, therapeutic basis, and health teaching.

Identifying Anxiety Techniques

This theme was generated based on the codes from the data gathered, wherein it served as one of the nursing therapy in dealing with the anxiety of COVID-19 patients. There were three participants 2, 3, 20 highlighted various identifier of anxiety in COVID-19 patients.

It is crucial for nurses to know and engage in the different techniques in identifying the anxiety of COVID-19 patients because these techniques will serve as the baseline data to evaluate the patient thoroughly and to determine if the nurse needs to formulate strategies and provide primary interventions to help the patient not to worsen the anxiety they experiencing. Furthermore, it served as nurses' signal if they need to give immediate attention and prioritize the patient who shows unusual actions and behavior because it may result in anxiety disorders and other mental health illnesses if not prevented.

Identifying anxiety technique as a theme for this study is very important, especially in the case of COVID-19 patients, because if it's not treated or noticed immediately, it may cause other mental illness and it may affect the recovery of the patient from COVID-19. This is revealed in the following participant's narrative:

"Every individual (patient) shows different signs of anxiety. One can be very silent and would not want to be bothered; others show anxiety by complaining even littlest things" (P3)

"Not talking that much, the relatives share that the patient is suffering from anxiety, has a sad or fresh face, not doing ADL" (20)

"Fear of discrimination, being alone and separated from family" (P2)

Interaction Time

This theme was identified through participants 2,10 and 19. In this theme, researchers found out that time is also a technique of nurses to deal with the anxiety of COVID-19 patients because it is essential to give, prioritize and manage the time of interaction with the anxiety patients to monitor the anxiety levels and to provide interventions and care for them not to worsen their anxiety. Moreover, interaction time with the nurse is essential for patients with anxiety to feel that they are not alone, no reasons for them to experience that condition, and help them deal with that anxiety. In this technique, nurses manage the time to assess, provide therapeutic communication, and evaluate their health, especially their status and anxiety level. This is revealed in the following participant's narrative:

"Five times a day so that they feel your presence and concerns" (P2)

"Every time we established interaction, make him or her comfortable environment or surroundings" (P19)

"Every time I handle the patient"(P10)

Interview Techniques

The main aim of this theme is to build rapport. This can be proven through participants 1,2 and 3 which allows the nurse to assess and investigate the patient by gathering information about the patient's current problems, previous psychiatric and medical histories, and related developmental, interpersonal, and social histories. This will aid in the identification of patients suffering from anxiety as well as the diagnosis of any mental health problems. Furthermore, these techniques help nurses better understand the patient's personality structure, defense mechanisms, and coping strategies, allowing nurses to take appropriate actions to increase the patient's insight, laying the groundwork for a therapeutic alliance that fosters healing.

Interview technique is necessary for the nurse-patient interaction because this will lead to the nurse's ability to assess and gather information from the patient's situation. In connection to this, an article revealed that Interviewing is a proven method of collecting crucial knowledge about another person's personality and character, according to research. Interviews are a vital part of the medical profession for managing knowledge on a one-on-one basis, from applying to medical school to regular interviews with patients in several environments. Owing to the quality and value of the knowledge obtained through interviews, this will still be an essential part of nursing care. All healthcare providers must learn how to perform a medical interview. To maximize patient interactions and outcomes, the healthcare provider must handle these feelings with respect and consideration.⁽⁹⁾ This is revealed in the following participant's narrative:

"In the HO setting, we interview patient before cannulation or during BP taking and sometimes during treatment and time of cannulation" (P1)

"Respond to requests or needs. We can able to evaluate their level of anxiety by interview or asking them what makes them anxious" (P2)

"By asking the patient to verbalize their feelings and listen to them to validate their feelings and thoughts"(P3)

Therapeutic Communication Techniques

This theme refers to a nurse-patient interaction in which the nurse focuses on the patient's unique needs to facilitate effective information exchange. Participants 2, 12, 13, 14 and 20 emphasizes various therapeutic communication techniques wherein these techniques, nurses effectively apply the nursing process and meet their patients' standards of care. Nurses identify the most pressing patient concern and assess the patient's perception of the issue as it develops in this theme. This involves the patient's strategies and feelings about the situation, others, self, and the actions of the people involved. It also makes it easier for patients to express feelings, understand their needs, incorporate interventions to meet those needs, and guide patients toward identifying a plan of action that leads to a satisfying and socially appropriate resolution.

One of the major themes of this research is the therapeutic communication technique, which covers a wide variety of how a nurse can engage and assist a patient's needs while he/she is in a health care facility. Patients and nurses must communicate effectively for the patient to heal as quickly as possible. Nurses who appreciate therapeutic communication benefits and how to use it for patients have a more significant effect than others. This technique of communication would become much more beneficial to the patient's needs.⁽¹⁰⁾ This is revealed in the following participant's narrative:

"Yes, therapeutic communication is significant in dealing with anxiety, because this is how they express their concerns and experiences to others" (P2)

"Verbalization of feeling; active listening; help them understand and accept what is happening clinically" (P12)

"By voicing doubt, I am able to examine their assumptions and, of course, by offering humor, I am able to gain their cooperation" (P13)

"By encouraging them to express their concerns verbally and allowing them to function independently while providing support"(P14)

"When dealing with the anxiety of a COVID-19 patient, you should give 100% of yourself and provide broad openings to direct the flow of conversation, making observations and occasionally encouraging them to compare their current problems" (P20)

Relaxation Techniques

This theme reduces the damaging effects of stress regarding the patient's condition and provides many health-related benefits, including reducing anxiety symptoms. Relaxation techniques provided by nurses help their patients who are experiencing anxiety to calm, divert their attention to other things that will make them feel at ease, change their mindset into a positive one, control thinking, and manage their emotions, especially fear, sadness, and overthinking about their condition. Moreover, nurses can assist or guide the patient through these techniques to refocus their perception about their situation. This is revealed in the following participant's narrative:

"Encourage deep breathing exercise. Advised to do meditation and think of positive ways to divert his/her attention towards his/her current situation"(P9)

"Yes based on experienced music can help to ease the anxiety"(P5)

"By encouraging them to do relaxation techniques"(P16)

Attitude/Behavior

Based on the data analysis, participants 1, 3 and 5 emphasized that nurses' attitudes or behavior matter when interacting with patients with anxiety. It is a huge factor in establishing rapport with the patient in gaining cooperation during treatment, care, providing interventions, and helping patients deal with their anxiety during hospital admission. The attitude/ Behavior of nurses creates a good patient-nurse relationship. Through this, patients feel that their nurses care and empathize with them, especially their condition, and can help them understand various information regarding their situation. Furthermore, it allows nurses to assess and check the patient's condition because when you show a good attitude and behavior towards your patient, they have the initiative to tell you their concerns, needs, and especially what bothers them to experience anxiety.

The attitude/behavior of the nurse has a tremendous vital role in providing clinical needs of the patient and building a nurse-patient relationship. Concerning this, mental illnesses are widespread worldwide, and nurses' attitudes toward the patient affect the care they provide. A better understanding of the nurse's mental illness and associated attitudes would help deliver care to patients with mental illnesses. The nurse's attitude

towards the patient is very significant for the patient's faster recovery.⁽¹¹⁾ This is revealed in the following participant's narrative:

"As a nurse, you should always attend to your patient calmly. You make them sure that in case they need help always there for you"(P1)

"Being calm and compose when dealing with patients goes a long way, and the sincerity and willingness to help them can be one factor in getting their trust"(P3)

"You have to consider their religion, beliefs, and level of communication"(P5)

Therapeutic Basis

Based on data gathered and interpretation, participants 3, 6 and 17 stated that this is a necessary technique of COVID nurses because, through this, they can recognize the effectivity of their actions towards dealing with patient's anxiety, and it serves as their sign if they still need to provide other techniques or to continue previous techniques to deal with the anxiety of the patient. This is also a way to evaluate if all other nurses' techniques are therapeutic and help patients deal with their anxiety due to the COVID-19 condition. It is essential to assess if the nurses' techniques are therapeutic because if not, it might lead to various anxiety disorders, which is a big challenge not only for the nurse but for the patient itself, as well as it may also consider it as a barrier for their fast recovery.

A therapeutic basis refers to a patient's responses to the nurse's interventions. This theme is essential to this research because it allows the nurse to determine if they are pleased with their interventions. Patient satisfaction is a vital quality indicator and is considered a service outcome.⁽¹²⁾ A reasonable amount of time is set aside for talking with and listening to patients and providing information to ensure that patients are less stressed, more involved, and well adjusted.⁽¹³⁾ According to the findings, nurses should advise patients about each application and process and provide adequate explanations about the disease, diagnosis, and treatment to ensure patient satisfaction and high-quality nursing care. They also found out that nurses should treat patients with respect, favor, and courtesy by stressing communication importance.⁽¹⁴⁾ This is revealed in the following participant's narrative:

"They go on with their daily life and would always put a smile on their faces whenever they see me. Even thank me for helping them out" (P3)

"Openness, able to share willingly, able to sleep, eat, do hygiene by his/her self"(P6)

"They have a smile on their faces; they cooperate with our procedure"(P17)

Health Teaching

After various therapeutic techniques provided by nurses during the hospitalization of the COVID-19 patient, it is also necessary to provide health teaching to help the patient continue anxiety-free self and provide knowledge and independence on the things they need to do to help them deal with their anxiety. It is also essential to give health teaching to patients who experienced anxiety about their COVID-19 condition during hospitalization. After the patient was discharged, nurses could not have frequent contact and access to those patients to monitor, check or evaluate if they are not experiencing anxiety anymore.

The adage 'knowledge is power' applies here: providing information and learning about anxiety is central to recovery and impending danger. Education is an essential way for people with anxiety to promote control over symptoms.⁽¹⁵⁾ This is revealed to participants 1,2 and 15 stated that:

"Health teaching is the best tool for nurses. If you give them the knowledge about their certain anxiety, then it will help them to eliminate anxiety"(P1)

"Take a rest, avoid thinking too much, especially those unnecessary things. Eat balanced diet or healthy foods, give time to read a Bible, remove negativity in life and surrender all to God"(P2)

"I encountered them to think positive and avoiding negativity, especially when it comes to their recovery. I try to remind them that their efforts taking care of themselves will always be helpful for them"(P15)

Specific

This portion presents the specific themes included on the different phases under Interpersonal Relation's Theory of Hildegard Peplau that includes orientation phase, identification phase, resolution phase and exploitation phase.

Orientation Phase

Based on the definition under the Interpersonal Relations Theory of Hildegard Peplau, the orientation phase is the nurses' action and involves engaging the patients in treatment, providing explanations and knowledge, and answering questions (Gonzalo, 2020). It refers to how nurses communicate and build rapport with their patients. Moreover, this phase defines the problem to be addressed in the patient's situation, and it also serves as the initiation of the nurses-patient relationship.⁽¹⁶⁾

Therapeutic communication techniques are included in this phase because it provides different techniques to gain the patient's trust and cooperation and assess and evaluate the patient's holistic approach necessary for nurses to determine the patient who is experiencing anxiety. Furthermore, it includes different techniques to answer various questions, able to explain roles to the client, able to explain the patient's condition as well as the procedure they will undergo, to clarify and impart information regarding their disease condition and to help them not to worsen the anxiety they are experiencing due to their current situation.

Identifying anxiety techniques is included because this is the problem defining phase wherein through these techniques, nurses able to assess the patient and able to determine if their patient has anxiety that needs to give immediate attention in order not to worsen, that can lead to various anxiety disorders which are more challenging and complex in terms of treatment.

In this phase, the nurse and patient meet as strangers' so the attitude/behavior of the nurse matters and affects the nurse and patient's establishing the relationship. The attitude/behavior will help establish rapport, gain cooperation, and facilitate comfort to help nurses identify their needs and concerns and know if they feel anxiety.

Interview techniques help nurses to identify problems like anxiety. Through these techniques, the patient shares past experiences, preconception, and expectations, which is a big help for nurses to know if their client experiences anxiety and seek assistance from nurses to deal with this normal reaction of the body due to their condition and help them avoid further complications like anxiety disorders.

Identification Phase

Based on the Interpersonal Relations Theory of Hildegard Peplau, it begins when the client works cooperatively and interdependently with the nurse, expresses feelings, and begins to feel healthier (Gonzalo, 2020). It identifies the nurses' techniques for the patient; nurses in this phase determine and plan for the management they will provide for their patient. ⁽¹⁶⁾

Therapeutic Communication Techniques. These are the appropriate type of services needed by the patient to help them deal with the anxiety that has a therapeutic effect. By applying these various therapeutic communication techniques to those COVID-19 patients with anxiety, they begin to develop a sense of belonging and competence in dealing with the problem and fear, which reduces feelings of helplessness and hopelessness.

The therapeutic basis is considered a technique of nurses dealing with anxiety because it helps nurses evaluate if those other techniques are practical and have a therapeutic effect in helping patients deal with their anxiety. This is the indicator that the client communicates with the nurse in an interdependent manner, expresses emotions, and gains strength.

Attitude/Behavior is also part of this phase because it is an essential technique that nurses must observe, especially in providing care and therapeutic communication techniques to those patients with anxiety. The attitude/behavior of the nurse affects the feelings, condition, and thinking of the patients regarding different procedures they may experience during hospitalization.

Exploitation Phase

The exploitation phase is a phase based on the Interpersonal Relations Theory of Hildegard Peplau, which defines that the client makes full use of the services offered and professional assistance for problem-solving alternatives (Gonzalo, 2020). It refers to implementing the nursing care plan, taking actions towards meeting the identification phase's goals. ⁽¹⁶⁾

Therapeutic communication techniques of nurses in this phase will assist the patients in pursuing all available options for assistance to help them deal with the anxiety they are experiencing. Through these techniques nurses will be able to provide all the necessary services that based on what the patients' needs, desires and preferences. Moreover, these techniques will help nurses guide the patient towards the final step wherein patients' will no longer needs professional services and they can develop independent behavior.

Interaction Time is considered a technique of nurses to deal with the anxiety of their COVID-19 patients. This is where a client makes minor requests or what we call attention-getting techniques. In this technique, nurses can monitor, re-assess, and evaluate their patients about their condition and anxiety.

Relaxation techniques are effective for patients with anxiety because these are nurses' techniques that help reduce stress, avoid worrying and maintain typical vital signs, and help reduce health-related symptoms like anxiety. These techniques are based on the needs and interests of the clients.

Like other phases, attitude/behavior is a necessary technique for nurses in delivering various care plans, especially in dealing with anxiety. The attitude/behavior helps individuals feel like an integral part of the helping environment and effectively uses professional assistance for problem-solving alternatives.

Interview techniques are used to investigate or explore, understand and adequately deal with the underlying problem. This technique is included in this phase because nurses will use this to enable patients to focus and expand their ability to share their concerns and feelings. Moreover, these techniques will lead to re-assessment of the patients after all the necessary techniques or actions provided by nurses to determine if all those techniques are practical and providing a therapeutic effect to the patient to deal with the anxiety.

Resolution Phase

According to the Interpersonal Relations Theory of Hildegard Peplau, a key is when a nurse is directing and engaging the client in treatment, providing explanations and information, and answering questions (Gonzalo, 2020). It talks about how nurses end the nurse-patient relationship. In this phase, the goals are met, and the nurse gives advice and instructions to the patient.⁽¹⁶⁾

Even though clients in this phase no longer need professional assistance and services, it is still essential to provide explanations and information regarding their concerns and difficulties. This can be achieved using therapeutic communication techniques because they can help clients have a healthier emotional balance.

Health teaching is one of the nursing therapy of nurses belongs in this phase. Through this, nurses dissolve the links between them but will have an impact on the patient. Health teaching of nurses will help clients maintain healthier emotional and mental balance and will continue to be free from anxiety.

The attitude/behavior will assure that the patient will remember the different health teaching and the previous methods provided by nurses during hospitalization to deal with the anxiety. The attitude/behavior of nurses serve as a remembrance of the patients to follow all of the techniques and their health teaching to maintain anxiety-free self.

DISCUSSION

A total of 20 respondents' majority of them are females because traditionally female nurses are dominated in the nursing profession and they are more compassionate and have empathy compared to the male nurses. Majority of them are 29-34 years old and most of them are nurses for 1-6 years and have experiences as a COVID 19 nurse for 7-12 months. It is revealed that majority of the participants answered yes that they are introducing themselves to their patients and according to LeBlanc et al., (2016) self-introduction to the patient must practice and apply, because it will make a difference between relationship of the healthcare workers and patients.⁽¹⁷⁾ It is shown that most of the respondents have direct contact with their patients, in the study of Rosenbluth et al., (2020) direct contact is important especially if it talks about anxiety because direct connection of the nurse to the patient can helps to assess thoroughly and may contribute for the fast recovery of the patient.⁽¹⁸⁾ Majority of the Participants claimed that they are explaining their role to their patients, nurses must tell all information to the patient regarding what to do or what their purpose and this would help avoid confusion for the patient and may help not to experience anxiety towards the nurse and gain the trust and cooperation of the patient. As stated by Smith (2019), good communication skills are crucial in building the Nurse-Patient Relationship.⁽¹⁹⁾ In communicating with the patient, the healthcare workers need to introduce their role in the treatment and response under their duties. It is found that almost all of participants answered yes that it is necessary for them to know if their patient has anxiety at any level. This may imply that most of the participant thinks that they must know if their patient has anxiety at any level because that is their duty to monitor and assist the patient while he/she staying in the hospital because according to Gustafson (2019) Staying in a hospital setting can cause stress, anxiety, pain, and fear.⁽²⁰⁾ Those are the common emotions experienced by patients and also healthcare workers. It is shown that most of the participants said that the patient is verbalizing their anxiety with them and maybe because some of the patients are confused and don't want to share their feelings to other people. Almost all of the participants claimed that they encountered patient before that is suffering from anxiety this may imply that most of them, know how anxiety works during hospital admission and the possible techniques that may be apply to help the patient deal with their anxiety. As stated by Brent (2016) medical practitioners must know how to handle these types of emotions, and conduct for this can make a difference between the medical practitioner and the patient to have a successful resolution of an acknowledged concern.⁽²¹⁾ It is revealed that most percent of the participants deal with their patients through talking to them constantly because speaking to the patient is one of the easiest ways to show your concern and care for the patient, while others support them on the client's needs, assist them in improving their condition, alleviate sufferings, and promote fast recovery. Most of the participants encountered patients with coronavirus that is also suffering from anxiety. And majority participants deal with this anxiety of COVID-19 patient through supporting them, and this means that they provide support on what the patient needs, feels, thinks and act and how they offer techniques that will help in dealing with the patient's anxiety. As stated by Brent (2016) A medical practitioner can help to decrease or avoid patients' anxiety by giving them as a support and presence.⁽²¹⁾ All of the participants encourage their patients to share with them their problems. According to Dai et al., (2020) sharing patient's feelings and concerns to the nurses can help them identify if the patient is experiencing anxiety.⁽²²⁾ Some nurses encouraged their patients to tell what bothers them and what problems contribute to their worry to resolve it.

To easily understand the findings of this study, Researchers generated eight themes that include the following: (1) Identifying anxiety techniques, researchers determined that Identifying Anxiety Technique is one of the fundamental themes for nurses in dealing with the anxiety of COVID-19 patients. Researchers believed that identifying anxiety technique is one of the keys to providing care and interventions for the patient because if anxiety is not treated or noticed immediately, it may cause other mental illness, and it may affect the recovery of the patient from COVID-19. (2) Interaction time techniques, Researchers confirmed that rendering adequate time

of interaction can positively affect the patient's faster recovery. (3) Interview techniques, Researchers believed that the interview technique allows the nurse to assess and investigate the patient by gathering information about the patient's current problems, previous psychiatric and medical histories, and related developmental, interpersonal, and social histories. (4) Therapeutic communication techniques, Researchers believed that this theme enables the nurses to build rapport and use these techniques to effectively apply the nursing process and meet their patients' standards of care. (5) Relaxation techniques, Researchers hypothesized that relaxation technique offered by nurses would help anxious patients to calm down, divert their focus to other things that will make them feel at ease, shift their attitude to a positive one, control thinking, and handle their feelings, including panic, fear, worrying, depression, and overthinking about their situation. (6) Attitude/Behavior, Researchers believed that the attitude or behavior of a nurse could create an excellent patient-nurse relationship. Patients perceive that their nurses care for them and are concerned about their situation, and comprehend various information about their condition. The nurse's attitude towards the patient is very significant for the patient's faster recovery. (7) Therapeutic basis, Researchers' declared that a therapeutic basis could help the nurses assess and determine if the patient is satisfied with the interventions they rendered. And with this therapeutic basis, nurses will know the interventions they need to improve to meet the patients' needs because patient satisfaction is the most significant measure of a good quality of nursing care and (8) Health teaching, Researchers believed that rendering health teaching can help the patient for faster recovery, and this is required in the hospital setting to give a health teaching to ensure that patient will continue anxiety-free self and to provide knowledge and independence on the things that they need to do to help them deal with their anxiety.

Simultaneously, the specific research question consists of the four phases under the Interpersonal Relation's Theory of Hildegard Peplau (orientation phase, identification phase, resolution phase, and exploitation phase). Each phase has underlying themes that help the researchers determine the different techniques of nurses in dealing with the anxiety of COVID-19.

CONCLUSION

Based on the majority of the findings, this study concluded that proper communication of nurses towards COVID-19 patients are crucial to help the patients deal with the anxiety they are experiencing.

Since anxiety is a sensitive issue that affects the holistic approach of an individual and hindrance for the fast recovery of the patients, this study concluded that proper timing matters especially in terms of interaction, providing care, communication and teaching regarding their condition. Appropriate and timely establishment of rapport has a significant impact on reducing anxiety in COVID-19 patients.

This study also concluded that since it is vital to fulfilling the roles in the medical field as a healthcare worker, in dealing with the anxiety of patients, one crucial characteristic a healthcare worker should practice and embody is to be knowledgeable about the general information of anxiety, such as handling the patients and providing appropriate and necessary actions. Hence, this study's findings recommend serving as the basis or guide of health care workers, especially nurses, in dealing with the patients' anxiety.

Primary interventions of nurses are crucial for the patient in order not to worsen their condition. Nurses should engage in the following techniques resulted in this study for them to apply it to their work. Moreover, it recommends that this study serves as reminders to all healthcare providers, particularly nurses, for proper techniques in dealing with patients experiencing anxiety.

In communicating with patients infected with the virus and suffering from anxiety, listening to them and understanding their sides before speaking is necessary. The above-mentioned nursing therapy are approaches that healthcare workers may consider, especially nurses, to show support and empathy towards the patient.

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