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Patients' Perceptions of Drug Abuse Rehabilitation Services in Psychiatric Hospital

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Abstract.

Drug abuse is a very complex and serious problem in the international community, including Indonesia. It needs adequate handling in rehabilitation services program. The study aims to describe the patient's perception of drug abuse patient rehabilitation services. We used qualitative research with an analytic descriptive approach. Collected data by in-depth interviews, Focus Group Discussion (FGD), observation, and document. A total of 14 participants consisted of drug addict patients, nurses, head of mental planning, head of the polyclinic, a doctor, assessor, and patient's family. Analyses were performed using content analysis in stages, namely: transcript text, meaning unit, coding, and theme. The results showed that the utilization of service quality from the availability of health facilities was adequate and medical costs were still affordable. It's just a need continuous improvement of training for health workers skill. Meanwhile, another aspect that the patient needs is family support which major role in the recovery process. The main conclusion of this study, it is necessary to develop the quality of service by making the Family Support Group a forum for families to share experiences and obstacles.

Keywords: Quality of service; Drug Abuse; Rehabilitation; Health Facility, Human Resource.

22 1. Introduction

The United Nations Office on Drugs and Crime (UNODC) as the world agency that deals with narcotics issues record that at least 271 million people or 5.5% of the global population the world's population with an age range between 15-64 years have consumed drugs. [1] In Indonesia, based on data from the National Narcotics Agency in Indonesia 2018, the number of drug abuse was recorded at 5.2 million people. Nearly 1 million people have become addicts. One of the reasons why Indonesia is no longer a transit country but has become a country with a large drug market, especially with a high price, so that Indonesia is increasingly to become a haven for drug syndicates. [2] Riau Province is ranked 9th out of 34 provinces exist in Indonesia in the prevalence of drug abuse. [3] This of course illustrates how threat the Riau people are from the dangers of drug abuse and the threat of danger to us all. Addressing the problem of drug abuse is not only the responsibility of the government but also a joint obligation. Starting from government ranks to the community.

With the increasing number of drug abuse every year, a hospital that specifically handles the rehabilitation of these patients is needed. The data on drug abuse patients at the Riau Province psychiatric hospital has increased since 2014. In 2014 rehabilitated 18 people, in 2015 rehabilitated 52 people, in 2016 as many as 92 people, in 2017 as 68 people, and in 2018 as many as 129 people While the number of patients who took part in the outpatient rehabilitation program in 2018 was 440 people.[4] Rehabilitation means physical and mental recovery to previous conditions. For a drug abuser, rehabilitation is a process that must be undertaken in the context of a full recovery.

3 The World Health Organization (WHO) defines quality health care as effective, efficient, integrated, patient-centered, equitable, and safe care. The extent to which the quality of health care can be defined, accepted, is determined by the ability of services to meet user needs and adapt to patient expectations and perceptions. [5]. One of the efforts to improve the service in hospitals is using the SERVQual (Service quality) method. This method discusses the dimensions of quality, namely: Tangible, Reliability, Responsiveness, Assurance, and Empathy.[6][7][8][9]. Completeness of service facilities, availability of human resources, skills of health workers, affordability, and empathy for health workers is the description of this SERVQual method. Optimal and quality services are influenced by various factors both external and internal to an organization. Consumers as service users will show their ability to get the will, demands, and expectations as well as an assessment of the satisfaction of the service provider. Therefore, understanding the consumer's assessment is very influential in determining the quality of the services provided. This study aims to see the patient's perception of the use of quality drug abuse rehabilitation services in psychiatric hospitals.

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2. Methodology

18 This research uses qualitative methods. Qualitative methodology is a research procedure that produces descriptive data in the form of spoken or written word and observable behavior.[10] Data collection were in-depth interviews, Focus Group Discussion (FGD), observation, and document collection. The location of the research was carried out at the Rehabilitation Polyclinic of Drug Abuse at Psychiatric Hospital, Riau Province, Indonesia. The study was conducted for 4 months (March-July 2019). Informants were selected by the purposive sampling technique. The total informants were 14 participants. The main informants were patients and nurse counselors, totaling 8 participants. There are 6 supporting participants consisted of the head of mental health planning, the head of the polyclinic, the doctor, the assessor, and the parent. The research instrument used in-depth interview guides, FGD guides, recording devices, and notebooks. The in-depth interview process was carried out \pm 30-60 minutes. Meanwhile, the FGD was conducted for \pm 90 minutes. The data were analyzed by using content analysis in stages, namely: text transcript, meaning unit, coding, and theme.

3. Result and Discussion

3.1 Health facility

The facilities and infrastructure provided by the rehabilitation polyclinic are complete. This is based on the guidelines for the Regulation of the Minister of Social Affairs of the Republic of Indonesia 2017, consisting of a counseling room, gathering room, dining room, bedroom, bathroom, kitchen, a clean and gym room. In general, the hospital area is 110,016 m². The parking area is 1,200 m² and the building is 6,412 m². There are 7 inpatient buildings. The total bed capacity is 182 units. Polyclinic building, emergency room, drug rehabilitation, mental rehabilitation building, administrative office building, laboratory and radiology, nutrition and laundry installation, and storage building.

Medical and non-medical equipment that is owned to support health services includes the Dental Unit, Electro Therapy Hi-Top, emergency equipment, routine blood examination tools (Hematology Analyzer 5 Diff), blood chemistry examination tools, X-rays, supporting tools mental rehabilitation activities. The drug rehabilitation installation is a drug abuse patient recovery service using a hospital-based TC (Therapy Community) program. This service is equipped with psychiatrists, general practitioners, dentists, psychologists, nurses, counselors, religious instructors, and vocational instructors. This rehabilitation service has a capacity of 25 beds.

Based on in-depth interviews with patients and hospital staff, they have the same perception. All informants stated that the hospital has complete and supportive facilities and infrastructure for this rehabilitation service. The following are quotations:

"It's good, the building is beautiful, now it's comfortable" (Text 1, P-1 and P-3),

"I regularly come here once a week. The building is nice and comfortable too" (Text 2, P-2)

"The room is clean and spacious, the equipment is also complete" (Text 3, P-4)

"The medical equipment is sufficient, the building is new and the staff are sufficient, there is also a psychiatrist, a general practitioner, and if later, after the assessment requires inpatient access, inpatient care will be held" (Text 4, P-9)

"Because we now have a new building, yes, so it's already privacy. If the old building all joined there, sometimes people want to get treatment, too embarrassed there is an uncomfortable feeling on the part of the patient" (Text 5, P-10)

The narcotics rehabilitation center is designed by taking into account 6 part studies, namely, architectural historical studies, structural studies, environmental architecture studies, behavioral architecture studies, spatial forms and structure studies as well as utility studies. All of the studies above are analyzed so that there is the required space or the required building. The availability of complete facilities in the rehabilitation service provides sufficient support in the implementation of patient rehabilitation to accelerate the patient's recovery process. [11]

3.2 Health Worker Skills

The role of the counselor is to assist in drug rehabilitation programs for drug addicts. The diagnosis of addiction can be known through instruments, namely interviews, psychological tests, questionnaires, self-reports, self-monitoring, behavioral assessment, and behavioral rating scale.[12] In terms of quantity, the number of counselor nurses currently has 4 people. In terms of quality, they are still lacking in following the training. The following are quotations:

"The number of medical personnel is not sufficient, for the assessment there are many stages that must be passed so that more human resources are needed. To become a doctor they have also been trained, there are no human resources because there are only 4 and cannot afford anymore because of lack of human resources "(Text 6, P- 5 and P-6)

"There seems to be training for doctors. For nurse training, From 2016 until now there has been no knowledge upgrade yet" (Text 7, P-7 and P-8)

"yes. service here, especially the nurses are already good "(Text 8, P-2)

"It's enough, the staff is friendly, I feel comfortable getting treatment" (Text 9, P-4)

Based on customer satisfaction data in 2018, the patient satisfaction index was 85% while employee satisfaction was 77%. [4] Improving the quality of skills of health workers is one indicator of the quality of health services. Skilled health workers can increase customer satisfaction in receiving health services. [13][14]

3.3 Cost of Medical Treatment

The Narcotics Law does not regulate how many times the state must bear someone to undergo the rehabilitation process. Regarding financing, it is the responsibility of the Indonesia Government. Based on the results of interviews with several informants, in terms of medical costs, all informants said they did not object to the medical costs. The following are quotations:

"If the cost of medical treatment is not burdensome, it's free" (Text 10, P-1)

"It's still affordable, the standard already exists. I have no problem "(Text 11, P-4)

"The first is maybe the cost coverage, I don't know the comparison with other hospitals. When compared to private hospitals, it is cheaper here, especially since rehabilitation is free" (Text 12, P-11 and P-12)

The cost of treatment at the hospital determines the satisfaction and responsiveness of services in the hospital because it takes a master key for health services. It needs good planning and regulation of determining the cost of health services. [15]

3.4 Family support

Concerning social rehabilitation, the family is a very important component because it determines the social recovery process. Family is a very important socialization agent in individual life. Family is also the first place to gather recovering drug addicts and re-socialize with the environment. [16] Family support can reduce the impact of stress and directly strengthen the mental health of an individual. As long as family functions can run properly or function properly, the drug addicts behavior has been good during rehabilitation, so when he returns to the family, he can maintain his good behavior so that he doesn't fall back into drug abuse. [17]

In this study, researchers also asked about the role of the family in the treatment period and the patient's recovery process. Of the four informants who were interviewed, all gave the opinion that family support is needed in the

treatment process they are doing. The same is the case with the opinion of the family who accompanies the patient. The following are quotations:

"I came for treatment accompanied by my mother, well, if my mother was not there, I don't know what my fate will be" (Text 13, P-1)

"I chose to seek treatment here because of a recommendation from my family. Besides, during this therapy I also need support so that my family can accept me back" (Text 14, P-2)

"Must be accompanied when you go to the hospital because the condition cannot be released to go alone" (Text 15, P-13)

"Sometimes I am also confused about how to deal with this addicting patient, I want to exchange ideas with other people around me, but I don't know how to do it, because people also find it difficult to accept her condition like this" (Text 16, P- 14)

Family support influences for recovery process. Various forms of family support which include emotional, rewarding, instrumental, and informative support contribute to positive suggestions for the problem of drug user. During this recovery period, rehabilitation programs need emotional support and social support. The patient's recovery process is not only physical but also psychological to reduce stress which can lead to an addiction that is difficult to stop. [18] [19] [20]

Table 3. Summary of Qualitative Analysis Steps: Patients' Perceptions of Drug Abuse Rehabilitation Service in Hospital

Participant	Transcript Text	Meaning Unit	Coding	Theme
P-1	Text 1	Nice building	Building	Facility
P-2	Text 2	Nice, comfort building	Building	Facility
P-4	Text 3	Complete equipment	Equipment	Health Facility
P-9	Text 4	Doctors available	Human resource	Human resource
P-10	Text 5	Comfort building, privacy.	Health Facility	Health Facility
P-5	Text 6	Not enough nursing	Human resource	Human resource
P-6	Text 6	Need training	Competence	Human resource
P-7	Text 7	Nurse training (-)	Competence	Human resource
P-8	Text 7	Knowledge upgrade (-)	Competence	Human resource
P-2	Text 8	The treatment is good	Service	Health Facility
P-4	Text 9	Friendly, responsive nurse	Service	Human resource
P-1	Text 10	Medical costs are not burdensome	Cost	Health Cost
P-4	Text 11	Affordable medical cost	Cost	Health Cost
P-11	Text 12	Low-cost range	Cost	Health Cost
P-12	Text 12	Cheaper than other hospitals	Cost	Health Cost
P-1	Text 13	Get treatment accompanied by mother	Family support	Family support
P-2	Text 14	Get a medical recommendation from family	Family support	Family support
P-13	Text 15	Must be accompanied by treatment	Family support	Family support
P-14	Text 16	Want to exchange experience	Share a story	Communication platform

Abbreviation: P= Participant

4. Conclusion and Recommendation

Drug abuse rehabilitation is an effort to save those drug users. The rehabilitation process requires adequate places and services with procedures to achieve treatment goals. The findings of this study revealed that the patient's perception of rehabilitation services in psychiatric hospitals was positive, especially in health facilities, the competence of health workers, and medical costs. However, there is still a need for continuous improvement of training for health workers skill. Another important factor is family support during the patient's rehabilitation process. The quality of service needs to be developed by making the Family Support Group a forum for families to share their experiences and obstacles.

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