

The Influence of Audiovisual and Poster Education on Patient Referral Motivation to Hospitals in Dengue Hemorrhagic Fever (DHF) Cases at Husada Mulia Klakah Clinic

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Abstract:

Dengue hemorrhagic fever (DHF) is an acute infectious disease caused by the Dengue virus which is transmitted through mosquito bites. The problem that occurs at the Husada Mulia Klakah Clinic in the case of Dengue Hemorrhagic Fever (DHF) patients is that when a referral is made to the hospital, the patient is reluctant to decide to leave immediately even though the patient's condition requires a referral to get maximum service at the hospital. Patient motivation plays an important role in patient referral actions. This study aims to analyze the effect of audiovisual education and posters on the motivation to refer patients to hospital in cases of Dengue Haemorrhagic Fever (DHF). This research used a pre-experimental method with a pre and post test group design approach with a population of 25 respondents and a sample of 20 respondents. The sampling technique used accidental sampling. Data was collected using a questionnaire sheet and then analyzed using the Wilcoxon test. Based on the results of the Wilcoxon test analysis, it showed a p value of 0.000. The conclusion of this study shows the influence of audiovisual education and posters on the motivation to refer patients to hospital in cases of Dengue Haemorrhagic Fever (DHF) at the Husada Mulia Klakah Clinic. It is hoped that health workers will evaluate and provide education for Dengue Hemorrhagic Fever (DHF) patients who need referral and further treatment to the hospital to create motivation in patients to receive optimal treatment.

Article info:

Submitted:
31-10-2024
Revised:
20-11-2024
Accepted:
25-11-2024

Keywords:

education; dengue haemorrhagic fever (DHF); motivation

DOI: <https://doi.org/10.53713/htechj.v2i6.280>

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INTRODUCTION

Dengue Hemorrhagic Fever (DHF) is a significant global health issue, caused by a virus transmitted by the *Aedes Aegypti* mosquito (Andriawan et al., 2022; Dewangga et al., 2022). This infectious disease poses a severe threat in Indonesia, where its rapid transmission can lead to high mortality rates (Cibro et al., 2022; Sukur et al., 2020). The World Health Organization (WHO) has highlighted a concerning increase in DHF cases, noting that reported cases surged from 505,000 to 4.2 million between 2015 and 2019, underscoring the urgency of addressing this public health challenge (Berutu & Susilawati, 2022).

At Husada Mulia Klakah Clinic., a major issue arises during the referral process for DHF patients. Patients and their families often hesitate to accept immediate hospital referrals, even when such action is critical for receiving optimal care. Despite health workers providing detailed explanations about the potential consequences of delaying treatment, many families decline referrals

for various reasons, resulting in delayed medical intervention and an increase in DHF cases (Putri & Vrikalora, 2023).

The situation has worsened in recent years, with WHO reporting nearly 3 million suspected and confirmed DHF cases in the Americas in 2023 alone, exceeding the previous year's total. In Indonesia, the cumulative DHF cases reached 37,646 by October 2021, with a mortality rate of 361. The most affected age group spans from 15 to 44 years, highlighting the need for targeted interventions, particularly during the rainy season, when case numbers tend to rise (Amelia Idris & Zulaikha, 2021; Fauziah et al., 2024; Girsang et al., 2024).

In East Java, statistics reveal 8,567 DHF cases, with 73 fatalities, indicating a significant public health concern (Masluhiya AF & Irma, 2022). At Husada Mulia Klakah Clinic., DHF cases increased from 89 in 2022 to 117 in 2023, primarily among patients requiring urgent hospital referrals. A preliminary study in January 2024 showed that only 33% of respondents were willing to be referred, often due to fear and confusion, while the majority expressed reluctance, reflecting a lack of understanding about the necessity of timely referrals.

Husada Mulia Klakah Clinic. has established partnerships with several hospitals for referrals, yet motivation remains a critical factor influencing patients' and families' decisions. Not all DHF patients at the clinic are referred; those with significant hematocrit increases or severe dengue symptoms require urgent hospital care. Timely intravenous fluid administration is crucial, and delays can lead to shock or worsening patient conditions, given the clinic's limited resources (Hendrawan et al., 2021).

Effective referral policies must adhere to health regulations, emphasizing the need for specialist care when primary health facilities cannot meet patient needs. Previous research indicates that educational interventions can significantly enhance motivation and attitudes regarding healthcare decisions (Eskandari et al., 2013; Hendrawan et al., 2021). Given these findings, the researcher aims to investigate the impact of audiovisual education and poster presentations on motivating families to seek hospital referrals for DHF patients at Husada Mulia Klakah Clinic.

METHOD

This study utilizes a pre-experimental design with a pre and post-test approach, focusing on a single group without a control comparison. The effectiveness of the intervention is assessed by comparing post-test scores to pre-test scores (Dharma, 2015). The framework of the study details the steps taken in the research process, including the identification of the population and sample, which consists of 25 hospitalized patients diagnosed with Dengue Hemorrhagic Fever (DHF) at Husada Mulia Klakah Clinic. in February 2024. The research was ethically approved under protocol number 250/KEPK-UNHASA/VIII/2024.

Sampling methods are crucial for ensuring that selected participants represent the larger population. In this study, purposive sampling is applied, with inclusion criteria including diagnosed DHF patients with platelet counts of $\leq 100,000/\text{mm}^3$ who consent to participate. The sample size is calculated using Slovin's formula, resulting in a total of 20 participants. The study employs an accidental sampling technique, allowing any patient who meets the criteria to be included. The independent variable is the audiovisual and poster education, while the dependent variable is the motivation for patient referrals to the hospital. Data collection occurs from June to July 2024, using a questionnaire based on a Likert scale to measure referral motivation. Validity and reliability tests ensure the data collected is robust, with a Cronbach's alpha of 0.925 confirming the instrument's reliability.

RESULT

Table 1. Characteristics of Respondents (n=20)

Characteristics	Frequency	Percentage (%)
Age (years)		
17-21	4	20
21-25	3	15
25-29	3	15
29-33	2	10
33-37	5	25
37-42	3	15
Gender		
Male	5	25
Female	15	75
Education		
Primary School	5	25
Middle School	6	30
High School	7	35
Higher Education	2	10

The distribution of respondent characteristics in the study on hospital referral motivation for Dengue Hemorrhagic Fever (DHF) at Husada Mulia Clinic (June-July 2024) shows the following: In terms of age, the largest group of respondents (25%) were 33-37 years old, while other age groups were fairly evenly represented across the range of 17-42 years. Gender distribution indicates a predominance of female respondents (75%), with males making up the remaining 25%. In terms of education level, most respondents had a high school education (35%), followed by middle school (30%) and elementary school (25%), with only a small portion (10%) having attended higher education. This demographic information provides insights into patients' backgrounds influencing hospital referral motivations in DHF cases.

Table 2. Hypertension Control of Patients at Rogotruman Lumajang Health Center (n=126)

Audiovisual And Poster Education	Referral Motivation						Total	
	Weak Referral Motivation		Moderate Referral Motivation		Strong Referral Motivation			
	f	%	f	%	f	%		
Pre-test	2	10	18	90	0	0	20	100
Post-test	0	0	3	15	17	85	20	100

p-value = 0.000 < α = 0.05

Table 2 highlights the changes in referral motivation before and after education. Before education, the majority (90%) had moderate motivation, with 10% showing weak motivation. After education, most respondents (85%) exhibited strong motivation, with only 15% remaining at a moderate level. A Wilcoxon test analysis using SPSS resulted in a p-value of 0.000, which is less than the significance level of 0.05. Therefore, we reject the null hypothesis and conclude that audiovisual and poster education significantly impacted patient referral motivation to hospitals in DHF cases at Husada Mulia Clinic, Klakah.

DISCUSSION

Patient Referral Motivation to Hospital for Dengue Hemorrhagic Fever (DHF) Cases at Husada Mulia Clinic, Klakah, Before Audiovisual and Poster Education

Based on the research findings in Table 2, prior to audiovisual and poster education, the motivation for patient referrals to hospitals in Dengue Hemorrhagic Fever (DHF) cases at Husada Mulia Clinic, Klakah, was moderate for the majority of respondents (90%, or 18 respondents).

Motivation is defined as the conscious or unconscious drive within a person to perform an action aimed at a particular purpose or as an effort that causes an individual or a group to act to achieve a desired goal or gain satisfaction (Ilmi et al., 2023; Suhardi et al., 2022)(Pramono, 2019; Suhardi et al., 2022). The findings indicate that, before receiving audiovisual and poster education, patient referral motivation was generally moderate.

Motivation can be influenced by internal factors—such as physical condition, mental state, personality, and age maturity—as well as external factors, including the environment, facilities, media, and social support (Sugianti, 2022; Kurniyawan, et al., 2024). Several factors are thought to influence patient referral motivation to hospitals for DHF cases before audiovisual and poster education. Moderate motivation and some respondents' weak motivation are likely due to factors such as age, which may impact decision-making, limited knowledge about the dangers of DHF (possibly due to educational background, with most respondents having a middle school education), and a lack of family support for hospital referral (Fifi Musfirowati, 2021; Lalita et al., 2020; Nasution, 2020). Family support can influence a person's health, as it provides assistance in dealing with difficult situations (Putri Adisa et al., 2024).

Patient Referral Motivation to Hospital for Dengue Hemorrhagic Fever (DHF) Cases at Husada Mulia Clinic, Klakah, After Audiovisual and Poster Education

Based on the research findings in Table 2, after providing audiovisual and poster education, the motivation for hospital referral among patients with Dengue Hemorrhagic Fever (DHF) at Husada Mulia Clinic, Klakah, increased significantly. Most respondents (85%, or 17 out of 20) showed strong motivation.

Education is described as any state, event, or process that leads to changes in attitudes and behaviors of an individual or group, aiming at maturity through structured learning and training (Imaduddin & Setyo Nugroho, 2024; Melki et al., 2023; Kurniyawan, et al., 2023). This study utilized audiovisual and poster education methods, which were particularly effective because they engage both sight and sound, making the information easier to process and retain. Using animated or video-based content also helped respondents better understand the explanations provided by the researcher. According to (Pratiwi et al., 2020) learning is more effective when it involves multiple senses.

After this education was provided, the motivation for hospital referral among patients with DHF became strong, likely due to increased awareness of DHF risks, which boosted patient knowledge and strengthened their motivation. Asserts that knowledge imparted through education can reshape patient thinking, leading to greater awareness of DHF risks (Nurul Hidayah et al., 2024; Rahmawati & Markamah, 2020).

The increase in referral motivation following audiovisual and poster education on DHF risks reflects a stronger inclination to refer to the hospital, with a small proportion of respondents remaining moderately motivated. This change suggests that audiovisual and poster education positively influenced respondents' understanding and willingness to seek hospital care for DHF.

Analysis of the Impact of Audiovisual and Poster Education on Patient Referral Motivation for Dengue Hemorrhagic Fever (DHF) Cases at Husada Mulia Clinic, Klakah

Based on the SPSS analysis using the Wilcoxon test, a p-value of 0.000 was obtained with an alpha level of 0.05. Since the p-value (0.000) is less than 0.05. This indicates that audiovisual and poster education significantly impacts patients' motivation to refer to hospitals for DHF cases at Husada Mulia Clinic, Klakah.

Providing the appropriate media is crucial in the educational process. In this study, the researcher used audiovisual and poster methods. Audiovisual is a method that simultaneously conveys both visual and auditory elements, effectively delivering messages and information in educational contexts (Nirmala et al., 2024).

This aligns with studies conducted by (Ferasinta et al., 2020), which found that education significantly influenced motivation before and after audiovisual education, with a p-value of 0.001. Another study by (J & Sulaeman, 2019) also concluded that educational media significantly affected the increase in motivation and parental attitudes in caring for children with pneumonia.

The researcher believes that audiovisual and poster education is very impactful because it involves multiple senses, which enhances understanding of information. Using audiovisual media (videos) with both visual and auditory components makes the information clearer and easier for respondents to comprehend. The video format is considered more effective and engaging for respondents, optimizing the achievement of health education goals.

CONCLUSION

Before audiovisual and poster education was implemented, patient referral motivation for Dengue Hemorrhagic Fever (DHF) cases at Husada Mulia Clinic, Klakah, was generally moderate, with 90% of respondents showing only moderate motivation. This level was likely influenced by limited DHF knowledge, age-related decision-making, and lack of family support, all of which affect health decisions. However, following the education, referral motivation increased significantly, with 85% of respondents demonstrating strong motivation due to a better understanding of DHF risks through audiovisual and poster methods that engaged both sight and sound. SPSS analysis with the Wilcoxon test confirmed a significant impact of these methods on referral motivation ($p = 0.000 < 0.05$), supporting findings from other studies on the effectiveness of multimedia in education. This approach, which effectively engages multiple senses, has been shown to improve understanding and motivation, suggesting that audiovisual and poster education is highly effective for health education and could be beneficial for similar initiatives

Recommendations for Improving Patient Referral Motivation for Dengue Hemorrhagic Fever (DHF) Cases, such as (1) Incorporate Audiovisual and Poster Education Regularly: Clinics and healthcare facilities should integrate audiovisual and poster education into routine health promotion activities. These methods have proven effective in enhancing patient understanding and motivation due to their engaging and multi-sensory approach, (2) Target-Specific Demographics: Tailor educational content to address specific demographic factors, such as age, education level, and cultural background, to ensure the information is relatable and easily understood by all patients, (3) Enhance Family Support Programs: Develop initiatives that involve family members in the education process to strengthen their support for hospital referrals. This can include family counseling sessions or workshops focusing on the importance of timely hospital care for DHF, (4) Provide Accessible Educational Resources: Distribute easily comprehensible materials like infographics, brochures, and videos in waiting areas, health centers, and community gatherings to reinforce key messages about DHF risks and the importance of hospital referrals, (5) Leverage Community Outreach: Conduct

community-based health education campaigns using audiovisual and poster methods to reach wider audiences, especially in remote or underserved areas, (6) Monitor and Evaluate Effectiveness: Continuously assess the impact of educational interventions using tools like pre- and post-education surveys to refine and improve strategies based on patient feedback and observed outcomes, and (7) Strengthen Healthcare-Provider Communication: Train healthcare providers to use educational media effectively during consultations and empower them to address patient concerns, ensuring sustained motivation.

ACKNOWLEDGEMENT

The authors express their gratitude to Husada Mulia Clinic, Lumajang, East Java, Indonesia, for providing the database used in this study.

CONFLICT OF INTEREST

The authors declared no competing interests in the production of this manuscript.

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