


# Innovation model sirukogalar (system reference communication three pillars) in primary mental health services for end practice stocks

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ARTICLE INFO	ABSTRACT
<p><b>Article history:</b></p> <p>Received Apr 02, 2024 Revised Apr 03, 2024 Accepted Apr 30, 2024</p> <hr/> <p><b>Keywords:</b></p> <p>Innovation Model Sirukogalar ; Mental Health Services ; Practice Stocks.</p>	<p>Practice stocks or restrictions movement in individuals with disturbance soul Still become problem serious in many communities, especially in deprived areas develop. Study This try For dissect the model or system new , that is Sirukogalar , which combines elements innovative in communication inter -pillar for increase effectiveness service health primary soul. This Study aim For explain How framework Sirukogalar model working and its effectiveness in lower number stock . Study This use approach studies case . Study carried out at RSJ Mutiara Sukma NTB. Research result show that framework Sirukogalar model work is system services that rely on collaboration between RSJ Mutiara Sukma, Puskesmas and families patient . Through system reference communication three pillars, more collaboration Good so that can give service health a holistic and coordinated soul. Application of the Sirukogalar model proven effective lower number marked stakes with the more decreasing number patient stocks from 2019-2023 in NTB.</p> <p><i>This is an open access article under the <a href="#">CC BY- NC</a> license.</i></p> 

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## INTRODUCTION

The practice of shackling or restricting movement of individuals with mental disorders is still a serious problem in many communities, especially in less developed areas (Baklien et al., 2023) . These practices not only impede the human rights of affected individuals, but also demonstrate the mental health care system's failure to provide appropriate protection and services. The practice of shackling of people with mental disorders (ODGJ) is not in accordance with mental health principles which are based on respecting, protecting and fulfilling individual rights (Kusumawaty & Yunike, 2023) . This practice forces individuals who may be experiencing a mental health crisis to be confined or restricted in their movements, often in inhumane conditions. Every individual, including those with mental disorders, has the right to be treated with respect, dignity and humane treatment. The practice of shackling also does not provide significant benefits for the individuals affected. On the other hand, they can experience further physical and emotional suffering, and hinder their recovery from mental disorders (Clair, 2020) . In addition, the practice of pasung is

inconsistent with mental health principles which emphasize the importance of treatment based on human rights, independence and social inclusion. This practice can reinforce stigma and discrimination against individuals with mental disorders, which in turn can worsen their mental health conditions (Kannan et al., 1997) ; (Nurjannah et al., 2015) . Therefore, the practice of shackling must be stopped and replaced with a mental health care approach that respects human rights, provides humane, and effective treatment for individuals with mental disorders, so that they can get the support they need for optimal recovery.

Mental health service innovation needs to be carried out to create humane and effective services for people with mental disorders. Innovation efforts not only focus on developing better treatment methods, but also include system changes and more holistic and coordinated approaches (Kalman et al., 2024) . One of the main reasons why innovation in mental health services is needed is because conventional models of care are often unable to meet the complex needs of individuals affected by mental disorders. More traditional models may be less flexible and less able to address the specific challenges faced by each individual (Williams et al., 2024) . Therefore, mental health service innovation is needed to create a more adaptive and responsive approach to individual needs, so as to provide more personalized and effective care. In addition, mental health service innovation can also help increase the accessibility and availability of services for individuals who need them (Bartels & Reynolds, 2024) . By developing more affordable and accessible models of care, the practice of shackling can be avoided because individuals with mental disorders can get the care they need before the situation becomes critical. This research seeks to analyze a new model or system called Sirukogalar. Sirukogalar is an innovation at RSJ Mutiara Sukma in the field of primary mental health services which focuses on reducing the practice of pasung through increasing collaboration and coordination between health pillars. This model is a flagship program from RSJ Mutiara Sukma and is considered quite effective in reducing the number of shackles in NTB. This research aims to explain the framework of the Sirukogalar model and its effectiveness in reducing the number of shackles.

A number study previous has focus on effort reduce practice stocks or restrictions movement in individuals with disturbance soul . Practice stocks No only threaten right basic man affected individual impact , but also signify failure system maintenance health soul in give appropriate protection and service (Baklien et al., 2023) . One of them is conducting research evaluation to effectiveness intervention health soul based public in reduce seclusion and restraint practices (Tarasenko et al., 2013) ; ( Lindawati et al., 2021) ; ( Oostermeijer et al., 2021) . With do review systematic to various approach , research This aim For identify the most successful strategies in overcome challenge this is in society . Apart from that , other research has also been done notice importance coordination service in maintenance health soul (Beckett et al., 2017) . In a review systematic towards models of care health integrated soul (Richter Sundberg et al., 2024) , revealed that integration between various pillars of care , such as House Sick mental health , health centers , and services community , you can play role important in reduce practice stake and improve effectiveness maintenance . Additionally , engagement family has too become focus study related maintenance health soul (A. Jones et al., 2024) . A meta- analysis evaluating impact involvement family in maintenance health soul show that involvement family can contribute significant to results treatment , incl in reduce practice stake and improve effectiveness service health primary soul (Maude et al., 2024) . Researches previous This has give valuable insight in effort For overcome practice stake and improve service health primary soul , the relevant one with study about innovation models Sirukogalar .

## RESEARCH METHOD

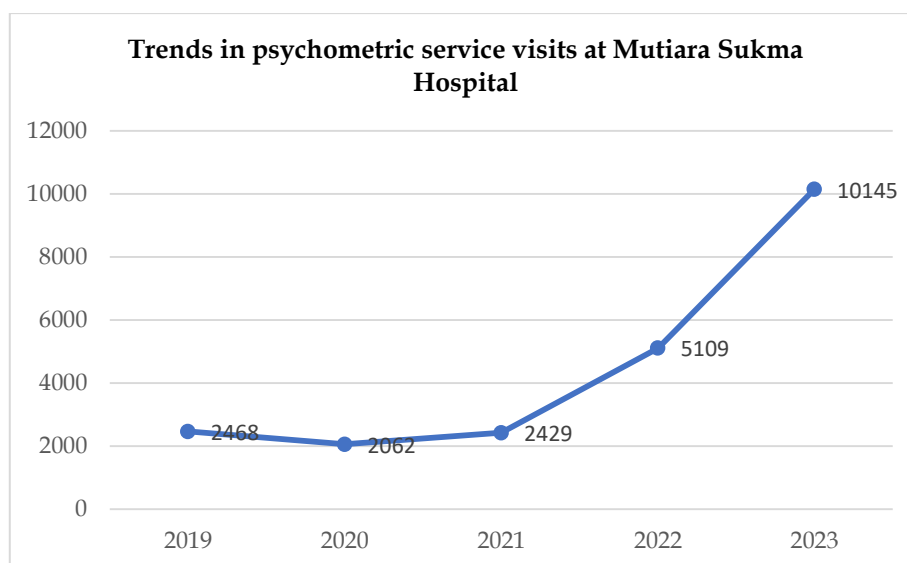
Research methods used is study descriptive qualitative with approach studies case . Approach This chosen Because possible researcher For understand phenomenon practice stocks in a way deep , with focuses on concrete and specific cases at the Mutiara Sukma Mental Hospital (RSJ) in West

Nusa Tenggara (NTB). Descriptive method used For describe in detail the characteristics and dynamics practice stocks as well as implementation of the Sirukogalar model at RSJ Mutiara Sukma. Data collection was carried out through two techniques main , i.e interviews and studies document . Interview done with parties related , incl staff medical , energy social , and family patients who have experience direct with practice pasung and implementation of the Sirukogalar model . Interview used For get understanding deep about perception , experience , and view they to practice pasung and the effectiveness of the Sirukogalar model . Additionally , studies paperwork is also done with analyze RSJ Mutiara Sukma Annual Report for 2019 to 2023. A analysis document This aim For obtain related data trend practice pasung , implementation of the Sirukogalar model , and impacts from application of the model in lower number stock . These data Then analyzed in a way qualitative with use approach thematic , where patterns , themes , and meanings emerge from the data discovered and interpreted .

## RESULTS AND DISCUSSIONS

### *Trends in psychometric service visits at Mutiara Sukma Hospital*

Service psychometrics is A services that provide technique measurement aspect psychological individuals who can give description about health soul somebody . The main benefit is For help in the counseling and therapy process To use increase individual mental well-being . Apart from that , service this also became consideration important in context education , career , and interaction social . Following is visit data service psychometrics in five years final :



**Figure 1.** Trends in psychometric service visits at RSJ Mutiara Sukma in the last five years

The data in Figure 1 shows that in the last five years, there have been fluctuations in the number of visitors to psychometric services. In 2019, there were 2,468 visitors recorded, but this decreased in 2020 to 2,062 visitors, which was influenced by the Covid-19 pandemic and restrictions on services according to health protocols. However, in 2021, the number of visitors increased to 2,429 visits, and experienced a significant spike in 2022 with 5,109 visits, and continued to increase in 2023, reaching 10,145 visits. The increasing use of psychometric services can be an indicator that public awareness about the importance of mental health has increased. Apart from that, this increase in numbers also allows for an increase in the number of people seeking help for psychological problems. Increasing psychometric services can be an indicator of the importance of paying attention to mental health, but does not always reflect the large number

of people experiencing mental health disorders, however, preventive efforts against the emergence of mental illness must be anticipated by RSJ Mutiara Sukma. One of the efforts made by RSJ Mutiara Sukma is by carrying out various forms of innovation in mental health services, namely the "Three Pillars Communication Referral System" (Sirukogalar).

### ***Model framework Sirukogalar Model***

Sirukogalar is an innovation to the conventional service model that has been applied in treating patients with mental disorders. Service model innovation needs to be carried out considering that the conventional model that has been implemented has many shortcomings and is less effective in treating patients with mental disorders. Failure in conventional models of mental health services has the potential for the emergence of shackling cases in the community because the risk of relapse in mental disorder patients is quite high. This service model innovation is RSJ Mutiara Sukma's flagship program because it can improve the quality of health services for the community.

Sirukogalar's service model innovation focuses on collaboration as a solution in providing comprehensive services. Synergy between stakeholders at the provincial and district/city levels is the main program for dealing with mental disorder patients and cases of shackles that often arise in the community. This collaboration is carried out by building effective communication between stakeholders as an effort to promote health, rehabilitation and preventive efforts to prevent shackling of patients with mental disorders. Sirukogalar as an innovation to the existing model was developed into a system that emphasizes mutual communication. This is what differentiates it from the conventional system where in this system there is no reciprocal communication and post-treatment monitoring of patients cannot be carried out so that they have the potential for relapse and being locked up again.

The synergy between the community health Active Community Treatment (ACT) team and the mental health service team at the Community Health Center level continues to be strengthened to provide direct services to the community. This health service team consists of doctors, nurses and health cadres who have been trained in mental health care. This team is called Community Mental Health Nursing (CMHN) on duty For give service health soul to public in a way direct . With exists team This patient can obtain service health with more fast . Apart from access service health more near existence team companion health the community also contributes to enhancement quality service health soul to public . Sirukogalar also provides online services using application " society active click online stocks " (MAKSPOL). Application This the more makes it easier public For obtain service quality health Because access service more fast and supported by an internet network . Existence application this can also be done educate public about handling disturbed people soul as well as minimize amount shackling in NTB.

MAKPASOL application as a communication medium in Sirukogalar own framework systematic work internet based for prevent happen shackling . Application This connect in a way direct between public with health center , department health , RSJ Mutiara Sukam and government province . Indicator success system Work application This including : increasingly Lots found case long bondage This No monitored , more treatment for ODGJ comprehensive , monitoring of post-ODGJ stocks can done routinely , and systemically reporting nor coordination between holder interest can walk more Good . Moreover again at the moment happen covid19 pandemic existence application This is very helpful for RSJ monitor number of ODGJ in society by online. Increasing findings number shackling in NTB is very useful as effort government For finish problem pasung in this region . With the existence of this data House sick and government can do effort practical so that ODGJ are stuck quick get therapy health , monitoring and empowerment patient post pasung in NTB. By common in the picture under This served framework working of the sirukogalar model compared to with a reference model conventional .

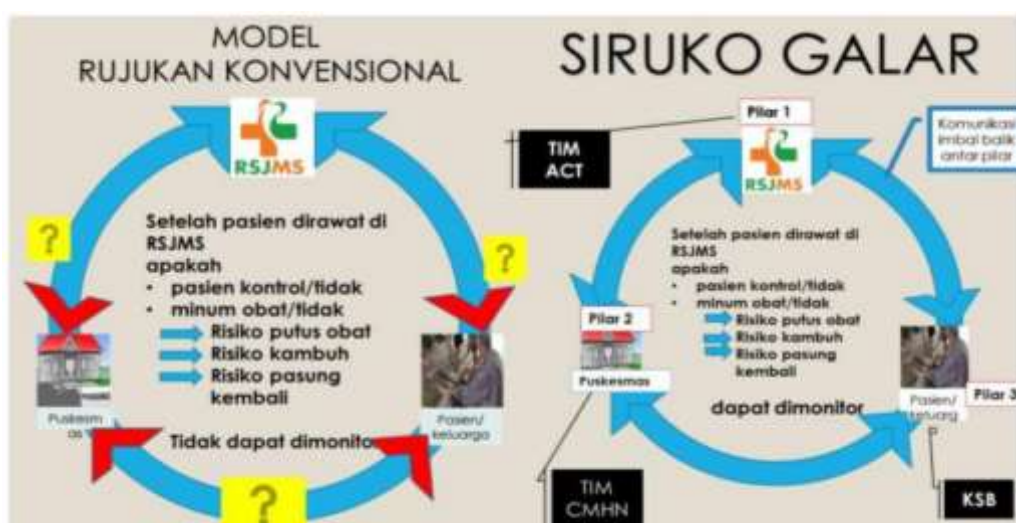


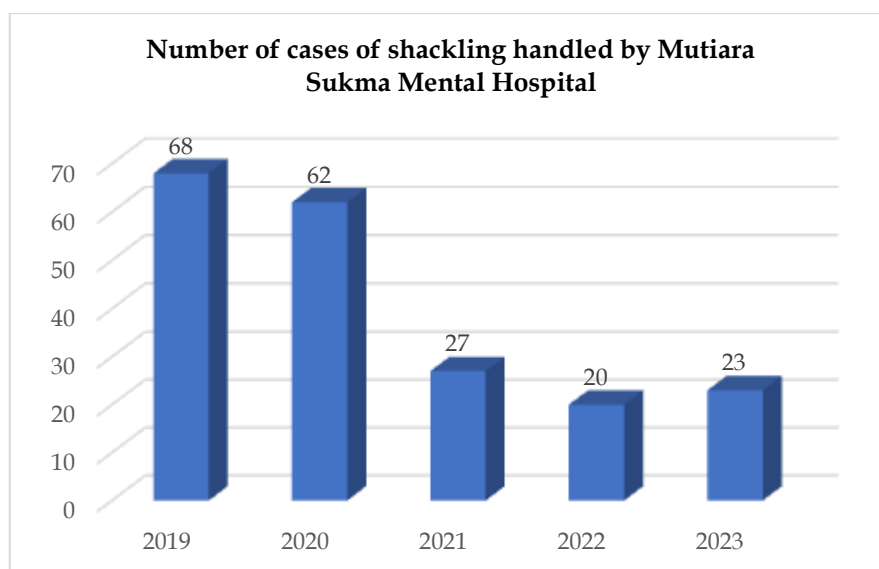
Figure 2. Sirukogalar service model

In Figure 2 it can be clearly seen that in the sirukogalar model there is feedback communication between the pillars so that the patient's condition after treatment can be monitored regularly. This can reduce the risk of drug withdrawal, the risk of relapse and the risk of being re-fitted. This model emphasizes that RSJ Mutiara Sukma does not only focus on intensive care in hospitals but also carries out post-treatment patient rehabilitation. This effort is carried out collaboratively between sectors involving families, community leaders where the patient is located, various related agencies, village government and health cadres that have been formed. This program seeks to ensure that post-treatment patients can return to their families and have independence so that they will not become a burden on their families and society.

The Sirukogalar service model was launched in 2018 at RSJ Mutiara Sukma. In the Sirukogalar model there are three pillars on which health services depend. RSJ Mutiara Sukma is the first pillar tasked with providing intensive services at the hospital and ensuring that the health team at the lower level has reliable competence in treating mental disorder patients. RSJ Mutiara Sukma, in carrying out its duties, always builds communication with other pillars so that overall health services can run optimally. The second pillar in the Sirukogalar model is the community health center. The second pillar is tasked with providing education to patients, patient families and the community as well as acting as a liaison between patients and the first pillar. Puskesmas as the second pillar is a primary health service for patients whose job is to provide referrals to hospitals, ensure that there are no shackles for patients and provide education on the importance of the existence of care givers to support patient recovery. In carrying out its duties, the Community Health Center is supported by trained health workers and cadres so that the treatment and prevention of shackling of patients with mental disorders can run optimally. The third pillar which has an important role in the Sirukogalar model of health services is the patient's family and the patient themselves. Patients must be accompanied by family to establish communication with health cadres, community health centers and fellow patients so that they do not relapse after treatment. To ensure patient empowerment and economic independence after treatment, patients are also assisted by the Self Help Group. With the existence of this group, it is hoped that patients will have the ability and be economically independent so that they can be accepted again by society. The Self Help Group actually consists of mentally ill patients who have recovered and their families who help each other and are supported by other pillars in Sirukogalar.

### *Handling shackled patients at RSJ Mutiara Sukma*

NTB Province has committed For eradicate practice stocks in handling people with disturbance soul in society . Amount case pasung handled by RSJ Mutiara Sukma Dalam five years' time final as many as 200 cases (2019-2023). As for details case stakes handled can served as following :



**Figure 3.** Number of cases of shackling handled by Mutiara Sukma Mental Hospital

The data in Figure 3 shows that amount case stakes handled experience fluctuation during five year period the . In 2019 , RSJ Mutiara Sukma handled 68 cases pasung , then experience decreased in 2020 to 62 cases . Happen more decline significant in 2021 to 27 cases . However , in 2022 , the number case stakes handled return decrease to 20 cases , before Then A little increasing in 2023 to 23 cases . Amount the is amount case the stakes were found and had been handled by RSJ Mutiara Sukma. This data describe that RSJ Mutiara Sukma's efforts in handle case stocks through the Sirukogalar program , proven can lower number stocks from year to year . This matter show exists effectiveness of recovery programs or intervention carried out by RSJ Mutiara Sukma Dalam reduce practice stake and improve awareness will importance appropriate treatment to individual with problem mental health . Decline amount case stocks prove that change policy or innovation service handling case pasung by RSJ Mutiara Sukma has been succeed .

All patients who have found in condition stocks get comprehensive care from RSJ Mutiara Sukma (100% served ) thanks exists service Sirukogalar with online communication media " MAKSPOL". The success of the " Free NTB Pasung " who got support full from Government Province , Govt Regency /City, especially the Health Service, and the community is factor main contributor to achievement positive from activity the . RSJ Mutiara Sukma also active endeavor empowering previous individual experience stocks after they undergo institutional care. Collaboration in activity This involve various party cross sector such as the District /City Health Service , figures community , Social Services , Employment and Transmigration Services , apparatus villages , cadres , etc., with objective For ensure that returning patients to environment family capable independent in a way economic or not become burden for family or public .

For ensure that the patient post the stake that has been treated at RSJ Mutiara Sukma no experience recurrence so patient must follow rehabilitation psychosocial . Rehabilitation psychosocial is stage final in the treatment process patient take care purposeful stay For practice independence . Coordination service rehabilitation psychosocial carried out by the rehabilitation unit psychosocial with objective For prepare patient to be able to return to environment family and

society . This matter done through giving therapy psychological as well as development various necessary skills For face life everyday and become productive return . The goal is for the patient No Again become burden for community and family . Following This is description general about activities in which the patient participates during the rehabilitation process in 2023 :

**Table 1.** Amount visit rehabilitation psychosocial according to the type at RSJ Mutiara Sukma

Types of Therapy	Visit				
	2019	2020	2021	2022	2023
Remediation cognitive	1,394	1,034	679	1,176	1,480
Psycho education	4,786	3,386	8,676	9,047	8,444
ADL therapy	2,883	1,698	2,748	2,460	4,079
Therapy Psychoreligion	993	621	2,220	2,295	2,487
Therapy relaxation , play and exercise	14,706	9,986	5,654	5,531	10,351
Therapy occupation and vocation	493	3,418	6,572	4,666	5,812
Other therapies	84	0	0	0	12
Amount	25,339	20,053	26,549	25,175	31,333

From visit data therapy For patient disturbance soul during the period 2019 to 2023 in table 1, is visible that therapy relaxation , play and exercise is type most therapy visited by patients every day the year . Amount visit For therapy This Enough stable , with A little decline in 2022 but return increase in 2023. Therapy relaxation , play and exercise be one most effective therapy or most liked by the patient in manage disturbance soul they . Therapy This can help patient in reduce stress , increase mental well-being , and develop Skills social . Therefore That 's therapy This effective For patient with disturbance soul for management soul patient become more stable . This matter in line with previous research finding that exercise therapy and recreational activities can provide significant benefits for individuals with mental disorders, including improved mood, reduced stress levels, and improved social skills (Andrews et al., 2022) ; (Owens & Bunce, 2023) . Likewise, research (Papola et al., 2024) found that relaxation therapy can help patients manage symptoms of anxiety and depression. Therefore, the findings of this study are consistent with previous research which shows that relaxation, play and exercise therapy are suitable and effective therapies for patients with mental disorders in improving their mental well-being.

This research shows that the effectiveness of Sirukogalar (Three Pillar Communication Referral System) in ending the practice of pasung has proven to be significant. Data shows that the number of shackling cases handled by RSJ Mutiara Sukma has decreased consistently over the last five year period, from 68 cases in 2019 to 23 cases in 2023. This decline is a strong indication that the Sirukogalar program has been successful in reducing the practice of shackling in public.

The Sirukogalar model emphasizes cross-sector collaboration as a solution in providing comprehensive mental health services. The synergy between RSJ Mutiara Sukma, community health centers, patient families, and various other related parties has become the main program for treating mental disorder patients and cases of shackles. Through effective communication between pillars, this program ensures that post-treatment patients can continue to be monitored properly, reducing the risk of relapse, risk of re-housing, and ensuring that the care provided is sustainable (Lindawati et al., 2021) .

Previous research also shows findings that are in line with Sirukogalar's effectiveness in ending the practice of shackling. For example, a study by (Graaf et al., 2024) ; (D. Jones et al., 2022) ; (Alto et al., 2022) found that a cross-sector collaborative approach in treating patients with mental disorders could result in a significant reduction in cases of shackling. This confirms that strategies such as those implemented in Sirukogalar have a reliable positive impact in ending the practice of shackling. The findings from this study provide strong evidence of the effectiveness of Sirukogalar in ending the practice of pasung. This shows the importance of collaborative strategies and effective communication between various stakeholders in dealing with mental health problems, as well as providing clear direction for other mental health institutions in their efforts to end the practice of shackling and improve the quality of care for individuals with mental disorders.



## CONCLUSION

The conclusion of this research is that the implementation of the innovative Sirukogalar model (Three Pillars Communication Referral System) in primary mental health services at RSJ Mutiara Sukma in West Nusa Tenggara (NTB) has had a significant positive impact in reducing the practice of shackling. Through a case study approach with qualitative descriptive research methods, the research results show that the Sirukogalar model is able to provide an effective solution in dealing with the challenges of pasung practice, by utilizing close collaboration between RSJ Mutiara Sukma, the Community Health Center, and the patient's family. Analysis of data from interviews and document studies shows that the Sirukogalar model framework, which is based on a three-pillar communication referral system, succeeds in creating more effective collaboration between the various pillars in the health system. Through this collaboration, primary mental health services become more holistic, coordinated and responsive to the needs of individuals with mental disorders, so that the practice of shackling can be minimized. Apart from that, analysis of the Annual Report of RSJ Mutiara Sukma shows that there was a significant decrease in the number of patients experiencing shackling practices during that period. This shows that the consistent and targeted application of the Sirukogalar model has had a positive impact in reducing the practice of shackling at RSJ Mutiara Sukma.

This research emphasizes the importance of innovation in mental health services as a solution to overcome the rampant practice of shackling. The Sirukogalar model is a successful example in strengthening collaboration between pillars of the health system, providing more holistic and coordinated mental health services, and having a positive impact in reducing the practice of shackling and improving the well-being of individuals with mental disorders. The limitation of this research is the limited scope of data collection at only one research location, namely RSJ Mutiara Sukma in West Nusa Tenggara (NTB). This causes the generalization of the findings to be limited to that specific context and cannot represent conditions in other locations or in different contexts. Apart from that, the use of qualitative research methods with a case study approach can also have limitations in producing broad generalizations. For further research, it is recommended that researchers expand the scope of research locations and take samples from various RSJs or other mental health institutions in various regions. This will help in broadening the generalizability of the findings and gaining a more comprehensive understanding of the implementation of the Sirukogalar model and its effect in reducing the practice of pasung. Additionally, considering the use of quantitative research methods to complement qualitative findings could also be a useful step to strengthen research conclusions and provide a deeper understanding of the impact of the Sirukogalar model in reducing the practice of pasung.

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