

Smart Patient and Smart Community:
**An evaluation of multiple interventions to
enhance patient participation in Indonesia**

Young-Mi Kim, Eva Bazant, Doug Storey, Fitri Putjuk

*Johns Hopkins Bloomberg School of Public Health
Center for Communication Programs*

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Study Objectives

Evaluate impacts of community-level and mass media interventions on client active participation, specifically

- **Preparing questions before seeing family planning provider**
- **Asking questions during consultation**

Study Background

- Indonesian culture encourages deference to authority; patients tend to be passive
- Previous “Smart patient “ coaching was effective in enhancing patient participation
- Government sought a practical way of scaling up “Smart patient” type of intervention
- Coordinated with “Sahabat” media campaign which happened concurrently

Community- and Clinic-Level Interventions

- 120 community health workers gave group education in their community, using “Smart patient” card & “Sahabat” client leaflet
- Orientation meetings with service providers
- “Smart patient” cards were available in clinic waiting room
- “Sahabat” posters, leaflets and table top were in clinics

Smart Patent Card

**KLIEN
AKTIF**

Panduan Klien

DAFTAR PERTANYAAN SEPUTAR METODE KB



Jika Ibu punya kekhawatiran atau pertanyaan tentang KB, tidak perlu ragu-ragu untuk bertanya pada bidan.

Di balik lembar ini ada beberapa contoh pertanyaan penting yang perlu Ibu tanyakan. Supaya tidak lupa, pelajari dan bawa lembaran ini saat mengunjungi bidan.

Smart Patient Card

MENSTRUASI TIDAK TERATUR

Contohnya :
 * Terjadi pendarahan
 * Timbul flek darah
 * dll.



Tulis disini

BERHENTI/ MENGGANTI METODE KB

Contohnya :
 * Pencabutan metode KB sebelum waktunya
 * Mengganti metode KB untuk mengurangi efek samping
 * dll.

Tulis disini

PENGUNAAN METODE KB YANG KURANG TEPAT



Contohnya :
 * Lupa minum pil
 * Lupa mengecek tali IUD
 * dll.

Tulis disini

AKIBAT LANGSUNG KE KESEHATAN BADAN

Contohnya :
 * Tekanan darah tinggi
 * Air susu berkurang
 * dll.



Tulis disini

MASALAH KECANTIKAN

Contohnya :
 * Timbul jerawat atau bintik-bintik
 * Berat badan naik
 * dll.



Tulis disini

KUNJUNGAN KEMBALI

Contohnya :
 * Kapan harus kembali
 * Kembali jika ada masalah
 * dll.



Tulis disini

HUBUNGAN INTIM SUAMI-ISTRI

Contohnya :
 * Tali IUD mengganggu hubungan intim
 * Penggunaan metode KB mengurangi nafsu seks
 * dll.



Tulis disini

Mass Media Interventions

- Aired “Sahabat” TV promotional spot nation-wide
- Aired “Sahabat” radio promotional spot through local radio stations
- Posted “Sahabat” provider and client posters in public places

TV spot: Don't worry, be happy, we have a *sahabat* (special friend)

A young couple is going to clinic in a *becak*. Along the way, community and religious leaders tell the couple “Don't forget to ask questions.” The couple reply that they have a *sahabat*. The *becak* driver wonders what they are talking about. The nurse greets the couple warmly, and the *becak* driver understands that the nurse is their *sahabat*



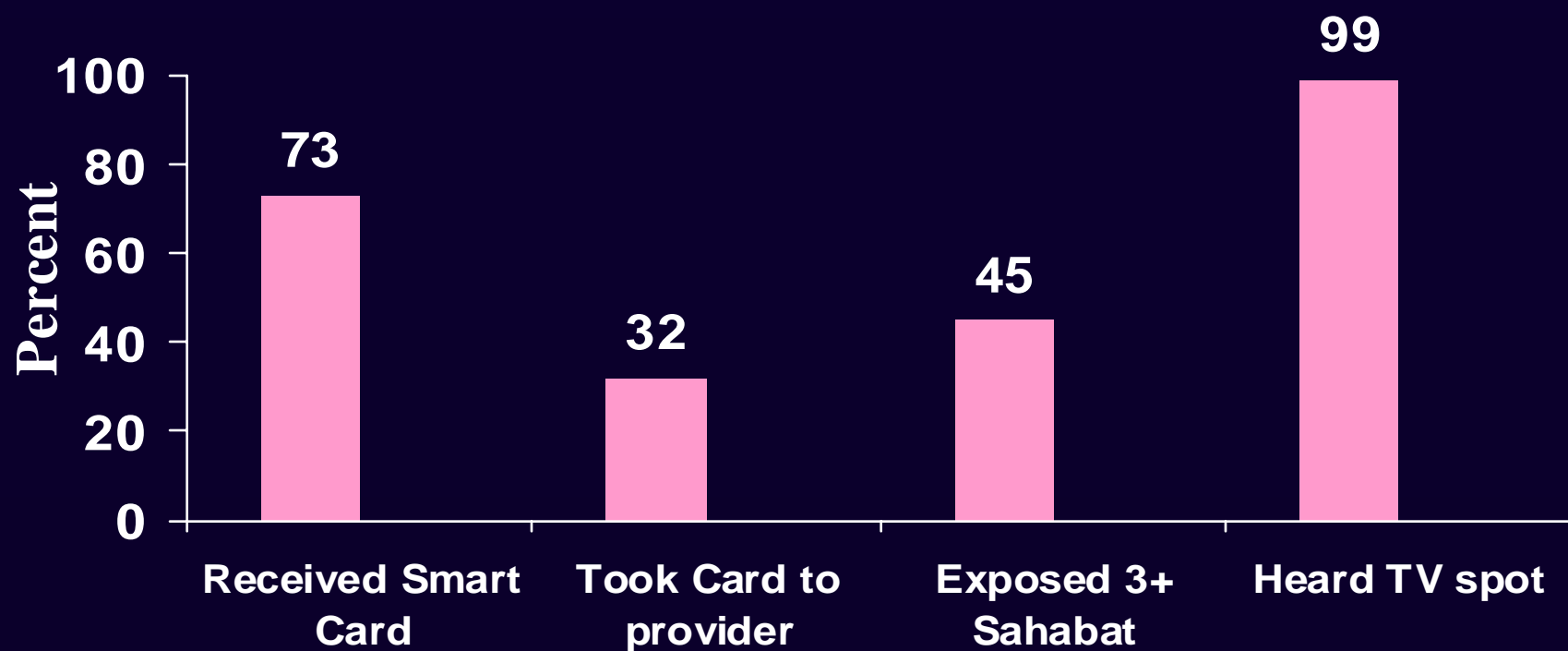
Study Sample and data collection

- **Audio taping of 220 consultation sessions**
- **Exit interviews with 220 clients in clinics**
- **Household survey of 800 women in the 8 intervention villages in 3 sub-districts of West Java province**

Study Design and Analysis

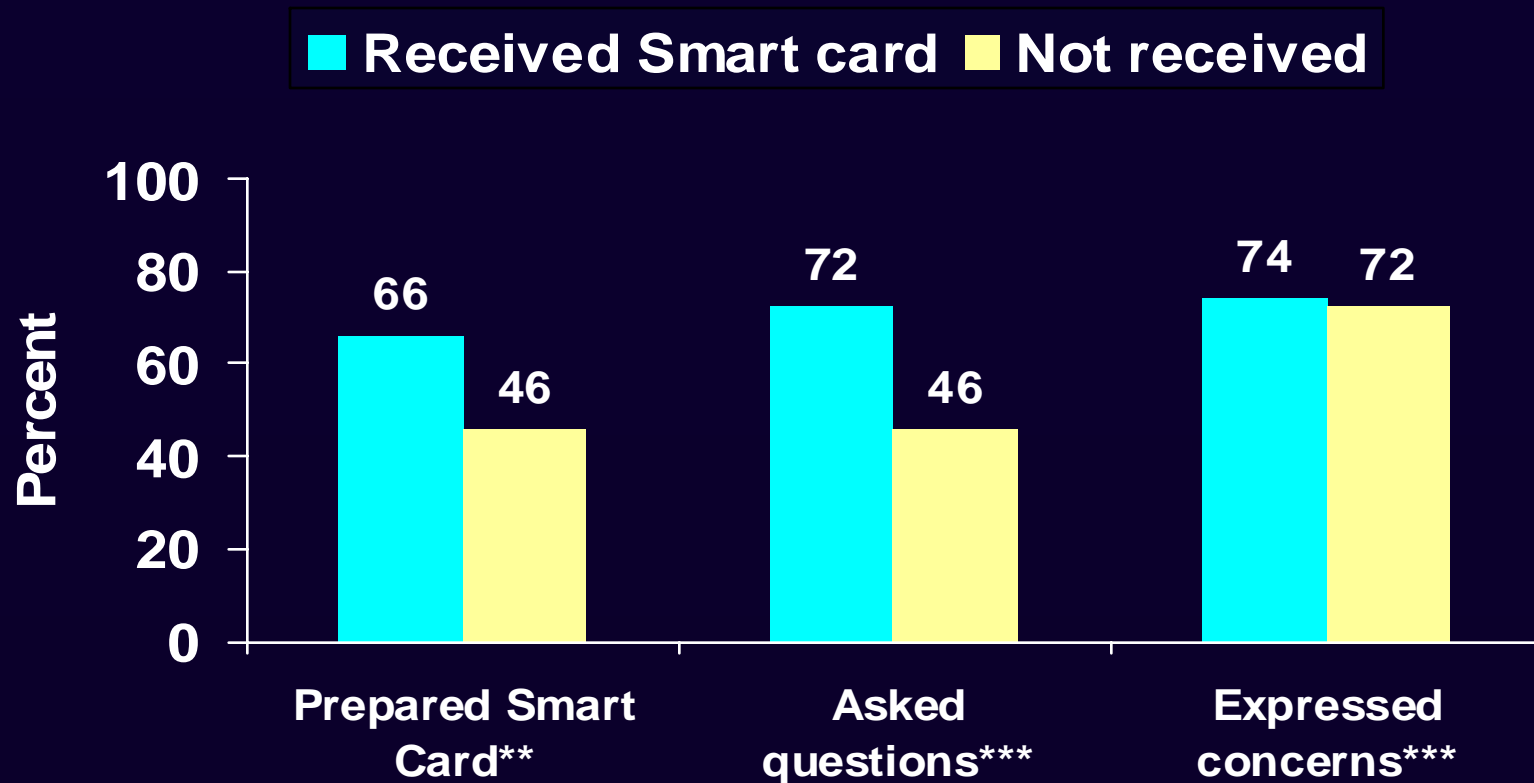
- **Bivariate and multivariate analysis of patient participation on intervention exposures, among family planning clients**
- **Comparison of patient participation between clients who received “Smart patient card” and did not**

Exposure to Interventions Household Survey



N=800 women in intervention villages

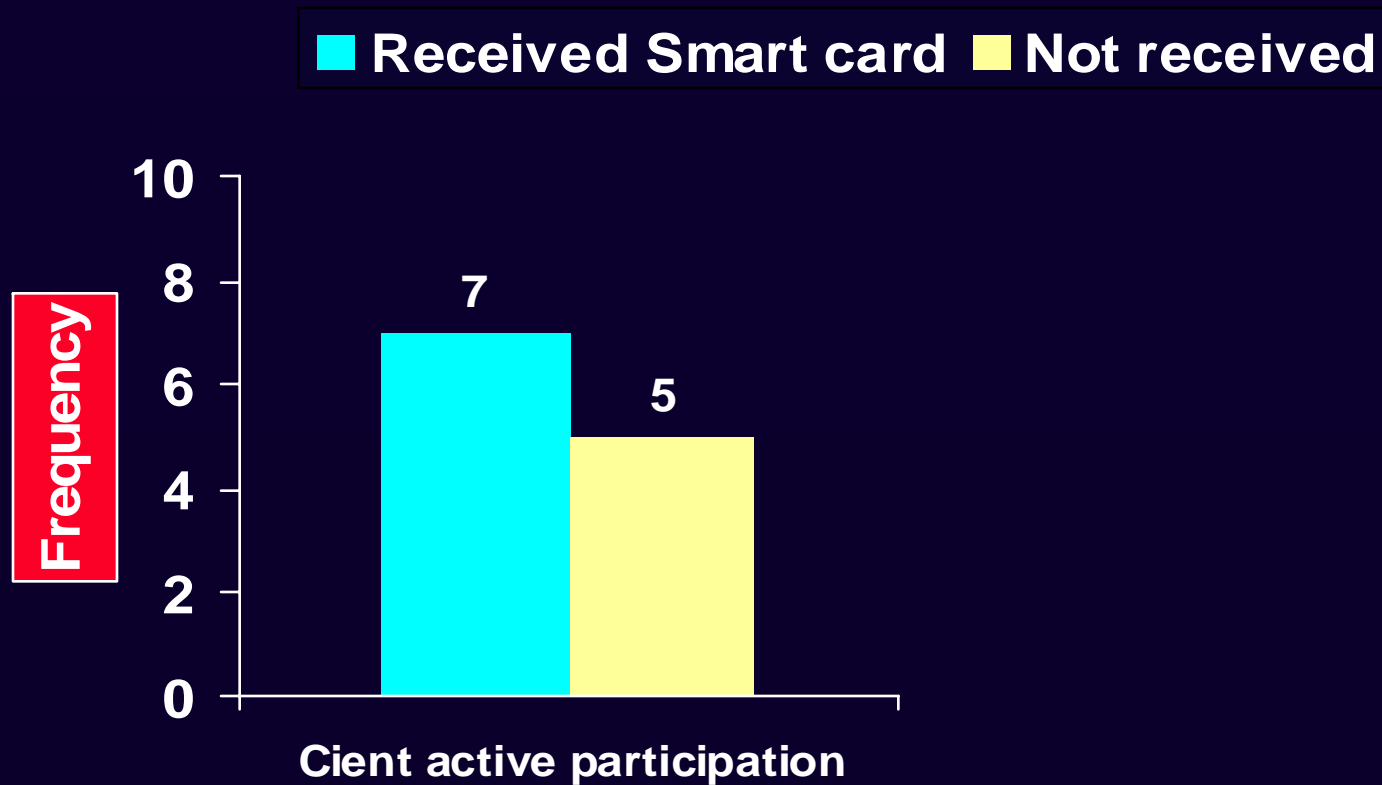
Clients' Self-report on Active Participation, Client Exit Interviews



N=220 clients, exit interview data

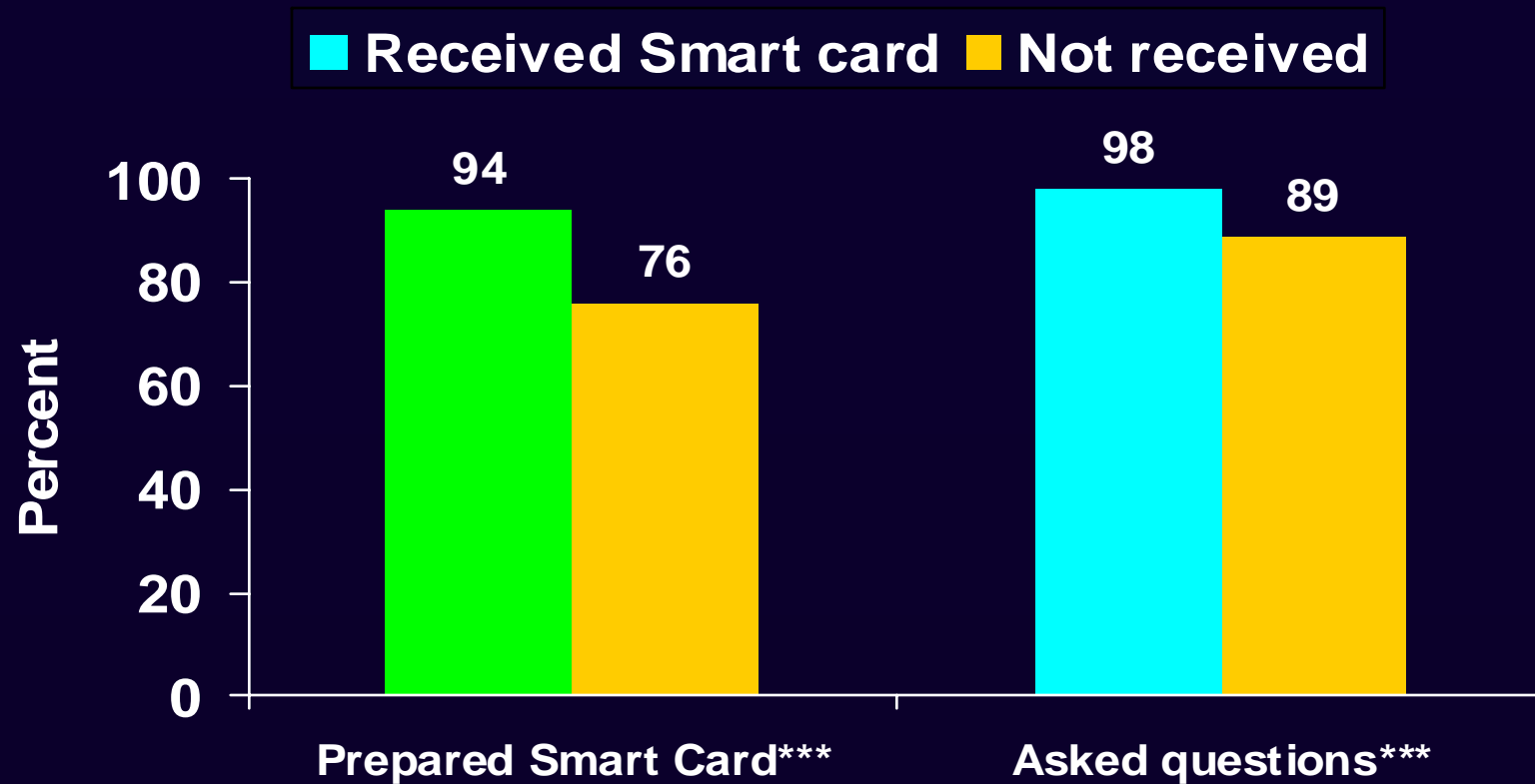
p<.01, * P<.001

Observation on Active Participation using RIAS



N=220 clients, exit interview data
7 combined RIAS codes

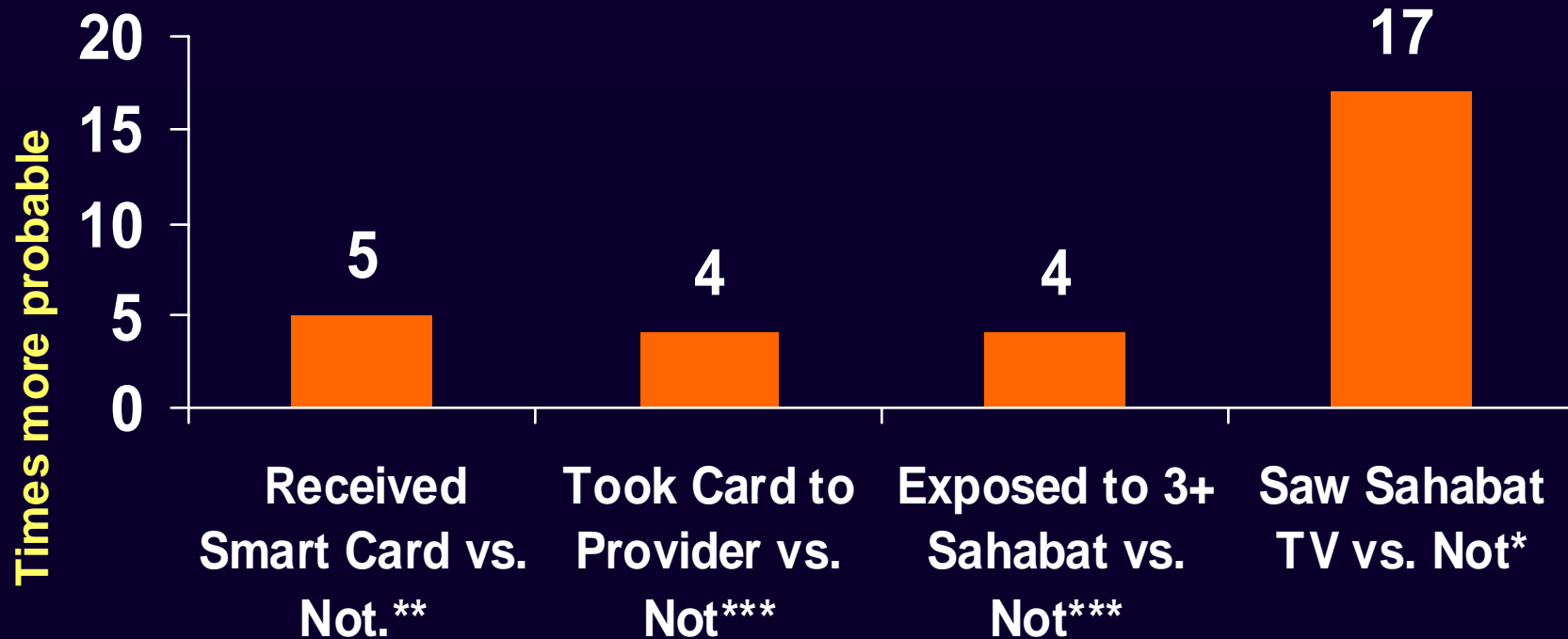
Active Participation of women who visited clinic, Household Survey



N=565 Women who visited family planning clinic in the intervention villages only

*** P<.001

Ratio of Relative Probability for Most Active vs. Least Active, Among Exposed vs. Unexposed: *Multinomial Logistic Regression*



Most Active = Both prepared & asked questions, Least = Did neither

N= 779 FP users in intervention and control villages, * $p > .05$, * $p < .01$, *** $p < .001$;

controlling for age, no. of children, education, and study area

Lessons Learned: Elements of Community Intervention

- Learning from peers in community
- Time for reflection and self learning between education and clinic visit
- User-friendly approach of education from community health worker
- Involving service providers, community workers to build mutual understanding
- Lower cost and less labor intensive

Practical Implication for Intervention Development

- Demand-generation by patients for quality communication
- Multiple interventions: linking community education, mass media campaign and clinic quality improvement
- More emphasis on client-directed intervention for quality improvement
- Changing social norms

Scaling Up the Community Intervention After the Study

- Incorporated into on-going quality improvement initiatives by government
- Many districts adapted the community-level intervention