

## ABSTRACTS

### THE EFFECT OF HEALTH EDUCATION TO THE ACCEPTANCE RESPONSE FOR PATIENT'S FAMILY IN FIRST HANDLING OF EMERGENCY CARE

*Quasy Experiment Study In 1<sup>st</sup> Floor of Emergency Care Installation (IRD) Dr. Soetomo General Hospital of Surabaya City*

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Lots of patients that came into Emergency Care Installation had a thought that they were in critical condition and need to be treated as soon as possible. They striving to get treatment quickly after came. But actually, the case is one with more emergency condition who will have first get treated. Limited paramedics instead many of patients forced them to strict in process of sorting. This condition often resulting many protest from patient's family. The objective of this study was to explain the effect of health education to the acceptance response for patient's family in first handling of emergency care in Emergency Care Installation (IRD) Dr. Soetomo General Hospital.

This study used *quasy experiment* design, in which the population consisted of all patient's family who searching for medication, in red label and firstly came into Emergency Care Installation. Sample containing 17 respondents for each intervention group and control group. The independent variable was health education about emergency care. Dependent variable was acceptance respons of patient's family. Data were collected using structured questionnaire and analyzed using Wilcoxon Signed Rank Test and Mann Whitney Test with level of significance 0.05.

Result showed that health education about emergency care had significant effect to the acceptance respons of patient's family (showed by Wilcoxon Signed Rank Test with significance level  $p=0.001$ ). Meanwhile, control group which didn't received health education still had the same condition or just had a little changing in acceptance respons as firstly came (showed by Wilcoxon Signed Rank Test with significance level  $p = 0.059$ ). Mann Whitney Test also showed differences between two groups ( $p= 0,007$ ), it means final conditions after post test between two groups had a significant differentiation.

It can be concluded that health education about emergency care with good preparations could influence the acceptance respons of patient's family from maladaptive into adaptive. This assembling could affect family's perception about acceptance and handling system in Emergency Care Installation. Further, it will increase family's trust to paramedics and results patient's satisfaction after taking medication in Emergency Care Installation (IRD) Dr. Soetomo General Hospital Surabaya.

**Keywords:** Health education, emergency care, acceptance and handling system in hospitals, acceptance response.