

ABSTRACT

The center of mental hospital Lawang, which is special mental hospital with grade A is the top referral hospital for mental disorder. As the central hospital of reference for mental disorder, it should receive more referral patients from another hospital, but in reality, the reference from another hospital during three years is only about 2.96% from all references. The reference from Public Health Center is about 93.03% from all references and the reference average percentage toward patient number is 7.23%.

The lower visit with this referral pattern needs the attention for improving in both internal and external of the hospital, so it is achieved the improvement of mental health from all people. Therefore it needs to do the study about the referral pattern of mental disorder patient in Malang Regency.

This study was descriptive research, which was done in 3 steps namely first step was to analyze the internal and external factors of mental hospital center Lawang by using the questioner. Second step was from internal and external factors that were analyzed to tend of the most influence toward reference of mental hospital center Lawang; and the third step was to arrange the trial of improving the visit in it with reference pattern through the implementation of NGT (Nominal Group Technique).

The respondent for analyzing internal factor consisted of patient family that visited in ambulatory care of hospital amount 103 respondents and provider of mental hospital center Lawang amount 5 respondents, while to analyze external factor used patient family that visited in public health center amount 51 respondents. The provider of public health center was 30 respondents and the provider of general hospital of Kepanjen was 6 respondents.

The conclusion of this study is (1) the provider respondent of public health center and general hospital of Kepanjen expects training and developing at least once a year to the mental hospital center Lawang, (2) the existence of stigma to the mental disorder patient, (3) the lower knowledge of people about mental health, (4) the disobedience of people in reference trial.

The appeared problem from the study is solved in NGT with the recommendation as follow:

- 1 Provide budget for training of medical staff and paramedic to improve their knowledge. The budget can be suggested to central government or Health Department of Malang Regency.
- 2 Formulate the developing concept by implementing TNA (Training Need Assessment) and TOT (Training of Trainer).
- 3 Develop the training, followed up and feed back subsequently
- 4 It is arranged the illumination of mental health to change stigma of people and another medical staff.
- 5 Review the advocate to Governor and the leader of regent about BPKJM role.

Keywords: Referral Pattern, Mental Disorder, RSJP Lawang