

Strengthening Family Knowledge on the Care of Patients with Hallucinations Through Mental Health Education

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Abstract. Mental health disorders remain a significant public health concern in Indonesia due to their increasing prevalence and substantial impact on individuals, families, and communities. These disorders can impair a person's ability to think clearly, regulate emotions, behave appropriately, and interact effectively with others. Among the various symptoms experienced by individuals with mental disorders, hallucinations are one of the most common and challenging because they can interfere with daily functioning and increase the risk of relapse if not properly managed. Families play a crucial role in supporting patients through appropriate care, supervision, and adherence to treatment. Therefore, improving family knowledge about hallucination management is essential to enhance patient outcomes. This community service activity aimed to strengthen the knowledge of families and patients regarding the care and management of hallucinations at the Abepura Mental Hospital (RSK Abepura). The activity was conducted through direct mental health education and counseling sessions involving interactive lectures, discussions, and question-and-answer sessions. A total of 63 participants, consisting of patients and their family members visiting the hospital, took part in the program. The evaluation demonstrated that approximately 75% of participants actively engaged in the educational sessions, showed high enthusiasm, and were able to correctly answer the evaluation questions, indicating an improvement in their understanding of hallucination management. These findings suggest that mental health education is an effective strategy for enhancing family knowledge and supporting better care for patients with hallucinations.

Keywords: Hallucinations, Counseling, Knowledge

1. INTRODUCTION

Mental health is an integral component of overall health and plays a crucial role in achieving optimal quality of life (Yani et al., 2025). Mental disorders remain a major public health concern because they can impair an individual's ability to think, feel, behave, and interact effectively within their social environment. One of the most common symptoms experienced by individuals with mental disorders is hallucinations (Winda Wulandaria & Saric, 2026). Hallucinations are sensory perception disturbances in which individuals perceive stimuli without any external source. They may involve auditory, visual, olfactory, gustatory, or tactile sensations, with auditory hallucinations being the most prevalent type, particularly among individuals diagnosed with schizophrenia (Pratama, 2026).

According to the World Health Organization, mental disorders affect millions of people worldwide and are among the leading causes of disability (Sari, 2025). In Indonesia, mental health problems continue to represent a significant public health challenge. Data from the Indonesian Ministry of Health through the Indonesian Health Survey indicate that severe mental disorders remain prevalent across many regions, while the demand for mental health

services continues to increase (April et al., 2024). These findings highlight the need for continuous promotive, preventive, curative, and rehabilitative interventions targeting not only patients but also their families, who serve as the primary support system (Yani et al., 2025).

Families play a pivotal role in the care and recovery of individuals experiencing hallucinations (Famela & Ira Kusumawaty, 2022). Successful treatment outcomes depend not only on healthcare professionals but also on the family's ability to understand the patient's condition, recognize the signs and symptoms of hallucinations, and provide appropriate support throughout the treatment process (Mislika, 2020). Families with adequate knowledge are better equipped to assist patients in controlling hallucinations, encourage adherence to prescribed medications, create a supportive home environment, and prevent relapse. Conversely, limited family knowledge often leads to misunderstandings regarding the patient's condition, stigma, inappropriate caregiving practices, and delays in seeking professional mental health services (Anastasia A. Basir, 2023).

The Abepura Mental Hospital (Rumah Sakit Khusus Abepura), one of the primary referral centers for mental health services in Papua, manages a wide range of psychiatric disorders, including patients experiencing hallucinations. Daily clinical practice indicates that many family members still have limited knowledge regarding appropriate care for relatives with hallucinations. Some families are unfamiliar with hallucination management techniques, the importance of treatment adherence, and the appropriate actions to take when patients exhibit signs of relapse. These limitations may hinder the rehabilitation process and increase the likelihood of hospital readmission (Eni et al., 2019).

One effective strategy to improve family competence in caring for patients with hallucinations is through mental health education. Mental health education is an educational intervention designed to enhance the knowledge, attitudes, and practical skills of family members in managing mental health problems. Through educational counseling, families are expected to gain accurate information regarding the definition of hallucinations, their contributing factors, signs and symptoms, techniques for managing hallucinations, the importance of medication adherence, and the essential role of family support in promoting patient recovery (Pratama, 2026).

Based on these circumstances, a community service program entitled "Strengthening Family Knowledge on the Care of Patients with Hallucinations Through Mental Health Education at Abepura Mental Hospital" was implemented. This program aimed to improve families' understanding and caregiving abilities in supporting relatives experiencing hallucinations, thereby facilitating patient recovery, reducing relapse rates, and enhancing the

quality of life of both patients and their families. By strengthening family knowledge and competence, it is expected that a more supportive home environment will be established, enabling patients to achieve optimal rehabilitation outcomes and successful social reintegration.

2. METHODE

The community service program was implemented through collaborative coordination among the nursing faculty members, nursing students, nurses from the Infectious and Male Chronic Care Units, and healthcare personnel at the Outpatient Clinic of Abepura Mental Hospital (RSK Abepura). The program was conducted over a three-month period, from April to June 2026, consisting of four phases: planning, implementation, evaluation, and reporting. The target participants were patients experiencing hallucinations and their family members attending the outpatient clinic. The intervention employed a mental health education approach using interactive lectures, group discussions, demonstrations, and hands-on practice of the Hallucination Management Strategy for both patients and their families. Participants' understanding and skills were evaluated through question-and-answer sessions and return demonstrations of hallucination management techniques.

Table 1. Stages of the Community Service Program

Activity Stage	April	May	June	Expected Outcomes
Planning	✓			Development of the activity plan, coordination with Abepura Mental Hospital, assignment of team responsibilities, and preparation of educational materials and leaflets.
Preparation	✓			Coordination with the head nurses and ward staff, preparation of the venue and educational equipment, and identification of eligible participants.
Program Implementation		✓		Delivery of mental health education sessions for patients and their family members.
Introduction to the objectives and benefits of the community service program for patients and families attending the outpatient clinic		✓		Participants understand the objectives of the program and agree to participate in all educational activities.
Educational session on the definition, causes, signs		✓		Participants demonstrate an improved understanding of

and symptoms of hallucinations, and the essential role of families in patient care		hallucinations and family caregiving responsibilities.
Demonstration and practical training on the Hallucination Management Strategy (SP) for patients and families, including techniques for confronting hallucinations, engaging in conversations with others, participating in scheduled daily activities, and maintaining medication adherence	✓	Participants are able to correctly demonstrate the hallucination management strategies under facilitator supervision.
Interactive discussion and question-and-answer session	✓	Participants actively discuss challenges encountered while caring for family members with hallucinations.
Program Evaluation	✓	Participants demonstrate improved knowledge and practical skills based on oral questioning, observation of return demonstrations, and participant feedback.
Report Preparation and Manuscript Development	✓	Completion of the community service report and preparation of a manuscript for scientific publication.

3. RESULT AND DISCUSSION

a. Result

The community service program was conducted at the Outpatient Clinic of Abepura Mental Hospital (RSK Abepura) through several stages.

1) Participants

The participants consisted of 36 individuals, including outpatients diagnosed with mental disorders and their family representatives who attended the outpatient clinic at Abepura Mental Hospital. The program was facilitated by 25 nursing students from Group 1, accompanied by two nursing faculty members and two registered nurses from Abepura Mental Hospital, who collaboratively delivered the educational sessions and practical training on hallucination management for patients and their families.



Figure 1. Mental Health Education Session

2) Interactive Discussion and Question-and-Answer Session

Following the mental health education session on hallucinations, the community service team (PKM) provided participants with an opportunity to ask questions regarding the material presented. To further encourage active participation, the team also prepared several evaluation questions, which were enthusiastically answered by both patients and their family members. As a form of appreciation, small rewards were presented to participants who actively answered questions or contributed to the discussion.

Throughout the educational session, both patients and their family members demonstrated a high level of enthusiasm by asking questions and engaging in discussions about hallucinations, their management, medication adherence, and the role of family support in the recovery process. This interactive approach created a positive learning environment, enhanced participants' understanding of the educational material, and encouraged greater confidence in providing appropriate care for family members experiencing hallucinations.



Figure 2. Distribution of Appreciation Gifts to Participants

3) Community Service Team

The community service program was implemented collaboratively by a team consisting of nursing faculty members, Diploma III Nursing students from the Kepulauan Yapen Nursing Program, and nurses from the Infectious Care Unit of Abepura Mental Hospital (RSK Abepura). Through interdisciplinary collaboration, the team was responsible for planning, organizing, delivering the mental health education sessions, facilitating practical demonstrations of hallucination management strategies, and evaluating participants' understanding throughout the program.



Figure 3. Community Service Team Photo

b. Discussion

The findings of this community service program demonstrated that the mental health education provided to patients and their family members at Abepura Mental Hospital (RSK Abepura) successfully promoted active participant engagement throughout the educational sessions. Participants' enthusiasm was reflected in their active involvement during group discussions, their ability to answer evaluation questions, and their willingness to share personal experiences and challenges encountered while caring for family members experiencing hallucinations. These findings suggest that mental health education combined with interactive discussions is an effective strategy for improving family understanding of hallucination management. Family psychoeducation has consistently been reported to improve caregivers' knowledge, coping skills, confidence, and participation in the recovery process of individuals with schizophrenia and other severe mental disorders (Harvey, 2018; Tessier et al., 2023). Furthermore, educational interventions involving family members enable them to recognize early warning signs of relapse and seek timely professional

assistance, thereby preventing further deterioration of the patient's condition (McFarlane et al., 2003).

Family involvement is widely recognized as one of the most important determinants of successful hallucination management. In this program, most participants were able to explain the definition of hallucinations, identify their causes, describe hallucination control strategies, and recognize the importance of medication adherence after participating in the educational sessions. Improved knowledge is expected to enhance families' ability to provide emotional support, supervise medication adherence, and establish a supportive home environment that facilitates recovery. According to Stuart (2022), families function as the primary support system for individuals with schizophrenia by promoting treatment adherence, maintaining clinical stability, and reducing relapse rates. Likewise, Harvey (2018) emphasized that strengthening family knowledge through psychoeducation contributes to better patient outcomes and improves caregivers' confidence in managing challenging psychiatric symptoms, including hallucinations.

The educational intervention implemented in this program extended beyond conventional lectures by incorporating demonstrations of the Hallucination Management Strategy (*Strategi Pelaksanaan* [SP]), interactive question-and-answer sessions, and small appreciation gifts for active participants. This comprehensive approach effectively enhanced participants' motivation and created an engaging learning environment. Adult learning theory suggests that educational outcomes are optimized when learners actively participate in discussions and practical exercises rather than passively receiving information. Similar findings were reported by Tessier et al. (2023), whose systematic review demonstrated that family psychoeducation significantly improves caregivers' knowledge, communication skills, and caregiving competence while reducing caregiver burden. Moreover, the World Health Organization (WHO, 2022) emphasizes that community-based mental health education involving family members is one of the most effective strategies for improving mental health literacy, reducing stigma, and supporting long-term recovery among people living with mental disorders.

Providing participants with opportunities to ask questions and recognizing their participation through small appreciation gifts further enhanced engagement throughout the educational sessions. This strategy represents a form of positive reinforcement that encourages both intrinsic and extrinsic motivation to actively participate in learning activities. The high level of family participation also indicates a substantial need for accessible information regarding the care of individuals with mental disorders, particularly

those experiencing hallucinations. These findings suggest that mental health services should not be limited to curative interventions but should also strengthen promotive and preventive efforts through continuous health education. McFarlane et al. (2003) reported that structured family psychoeducation significantly reduces relapse and rehospitalization rates while improving patients' social functioning and treatment adherence. Similarly, Lucksted et al. (2012) concluded that family psychoeducation remains one of the most evidence-based psychosocial interventions for schizophrenia because it improves both patient and caregiver outcomes.

Overall, this community service program demonstrates that mental health education is a simple, feasible, and highly beneficial intervention for improving family knowledge and preparedness in caring for patients experiencing hallucinations. The collaboration among nursing faculty members, nursing students, and healthcare professionals at Abepura Mental Hospital was an important factor contributing to the program's success by enabling comprehensive educational delivery and supervised practical training. Therefore, similar educational initiatives should be implemented regularly as part of hospital-based and primary healthcare mental health promotion programs. Strengthening family capacity through continuous mental health education is expected to improve patients' quality of life, reduce relapse rates, and facilitate successful rehabilitation and community reintegration. These findings are consistent with recommendations from the World Health Organization (WHO, 2022), which advocate integrating family-centered mental health education into routine mental health services to promote recovery-oriented care and improve long-term clinical outcomes.

4. CONCLUSION

The Community Service Program (PKM) conducted at the Outpatient Clinic of Abepura Mental Hospital (RSK Abepura) was implemented successfully in a well-organized and conducive environment. Participants demonstrated a high level of enthusiasm and active engagement throughout the mental health education sessions. Family members actively participated by asking questions and engaging in in-depth discussions regarding the management of hallucinations and appropriate caregiving strategies for patients experiencing psychiatric symptoms.

The community service team comprised nursing faculty members from the Diploma III Nursing Program of Jayapura and the Diploma III Nursing Program of Kepulauan Yapen, Diploma III nursing students from Kepulauan Yapen, and nurses from the Infectious Care Unit

of Abepura Mental Hospital. Through this multidisciplinary collaboration, participants received comprehensive education and practical guidance on the Hallucination Management Strategy (SP), particularly techniques for confronting and managing hallucinations.

Overall, this community service program effectively improved the knowledge of both patients and their family members regarding hallucination management, especially the technique of confronting (*hardik*) hallucinations. The findings suggest that family-centered mental health education is a practical and effective approach to strengthening family capacity in caring for individuals with hallucinations, thereby supporting patient recovery and contributing to relapse prevention.

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