

SERVICE EXCELLENT PSYCHIATRIC NURSING VIA ECO EDUCATION FOR Mr. M WITH AUDITORY HALLUCINATIONS

¹Hotma Ritonga, Rolasni Lilista Simbolon², Reyvin Nimrod Sitanggang³,
Anisa Br Munte⁴, Lenny Khairani Marpaung⁵

^{1,2,3,4}, Sekolah Tinggi Ilmu Kesehatan Mitra Husada Medan

⁵RSJ Prof. Dr. Muhammad Ildrem

Email: 2319144012@mitrahusada.ac.id, rolasni@mitrahusada.ac.id,
2419144022@mitrahusada.ac.id, 2319144003@mitrahusadan.ac.id lennykhairani@gmail.com

ABSTRACT

Background: Auditory hallucinations are among the most common mental health nursing problems experienced by patients with schizophrenia and may affect emotional responses, behavior, social interaction, and daily functioning. These symptoms can reduce quality of life and hinder recovery if not managed appropriately. **Objectives:** This study aimed to describe the implementation of Service Excellent Psychiatric Nursing through Eco-Education and to evaluate the outcomes of nursing care provided to Mr. M, a patient with paranoid schizophrenia experiencing auditory hallucinations. **Methods:** A descriptive case study was conducted in Mawar 1 Ward at Prof. Dr. Muhammad Ildrem Mental Hospital, North Sumatra Province. The nursing process included assessment, nursing diagnosis, planning, implementation, and evaluation. The primary nursing diagnosis was sensory perception disturbance related to auditory hallucinations. Nursing interventions were implemented using the Four Implementation Strategies (SP), including identifying hallucination characteristics, teaching techniques to control hallucinations, improving medication adherence, encouraging communication with others, and arranging structured daily activities. The Eco-Education approach was integrated to enhance the patient's knowledge, self-management abilities, and sustainable healthy behaviors. **Results:** After 3 × 24 hours of nursing care, the patient demonstrated a reduction in the frequency and intensity of auditory hallucinations, improved ability to control symptoms independently, increased medication adherence, and enhanced social interaction. **Conclusions:** Service Excellent Psychiatric Nursing integrated with Eco-Education was effective in supporting recovery and improving the quality of mental health care for patients with auditory hallucinations.

Keywords: auditory hallucinations, eco-education, psychiatric nursing, schizophrenia, service excellence

INTRODUCTION

Mental health disorders remain a major global public health concern because they significantly affect cognitive abilities, emotions, behavior, and social functioning of individuals. Among various psychiatric conditions, schizophrenia is one of the most severe and commonly encountered disorders worldwide, characterized by disturbances in thought processes, perception, emotions, and behavior (Surbakti *et al.*, 2022)(Zainuddin and Hashari, 2019). One of the most prominent symptoms of schizophrenia is auditory hallucinations, a sensory perceptual disturbance in which individuals hear voices, whispers, or sounds without external stimuli (Knott *et al.* 2020). This condition may impair emotional stability, behavior, interpersonal relationships, and the ability to distinguish reality from imagination, ultimately leading to reduced psychosocial functioning and poor quality of life.

Globally, mental disorders contribute significantly to disability and long-term health burden. In low- and middle-income countries, access to mental health services remains limited, leading to unmet needs for individuals with schizophrenia. In Indonesia, schizophrenia cases continue to be a major concern in psychiatric services, including in mental health hospitals such as Prof. Dr. Muhammad Ildrem Mental Hospital in North Sumatra, where auditory hallucinations are frequently encountered among inpatients. At the local level, patients often experience difficulties in symptom control, medication adherence, and social interaction, indicating the need for more effective and sustainable nursing interventions.

Mental health has become an important priority in the Sustainable Development Goals (SDGs), particularly Goal 3 (Good Health and Well-Being), which emphasizes universal access to quality health services, and Goal 10 (Reduced Inequalities), which highlights equitable healthcare access for vulnerable populations, including individuals with schizophrenia. Therefore, comprehensive and patient-centered nursing interventions are essential to improve recovery outcomes and reduce health disparities (Sofia Putri Romadhoni *et al.*, 2025). As the primary caregiver, the family needs to understand the signs of relapse, how to respond when the patient experiences hallucinations, and how to support the implementation of nursing strategies (SP) such as refusing/dismissing the voices, engaging in scheduled activities, and maintaining medication adherence (Agussamad *et al.*, 2020).

Globally, mental health issues have increased by 13% over the past decade, and 70% of patients hospitalized in psychiatric wards in Indonesia are diagnosed with schizophrenia (Ambar Wulandari, 2023). In 2022, the number of schizophrenia patients hospitalized at the Prof. Dr. Muhammad Ildrem Mental Hospital in Medan was recorded at 10,345 individuals (Manihuruk, Purba and Daulay, 2025).

Several nursing interventions have been applied in managing auditory hallucinations, including the Four Implementation Strategies (SP), which consist of identifying and controlling hallucinations (SP1), improving medication adherence (SP2), enhancing communication skills (SP3), and encouraging structured daily activities (SP4) (Linda Puspitasari and Puji, 2024). These interventions have been proven to reduce hallucination frequency and intensity, improve self-management ability, and enhance psychosocial functioning. However, existing approaches generally focus on symptom control and have not fully integrated service excellence principles with educational empowerment strategies to support long-term recovery. "Good knowledge and strong family support help psychiatric patients control hallucinations, increase daily activities, and improve social interaction skills."(Surbakti *et al.*, 2022).

Service Excellent Psychiatric Nursing via Eco-Education is an integrated approach combining high-quality nursing services and educational empowerment to support sustainable recovery. Service excellence emphasizes empathy, responsiveness, professionalism, therapeutic communication, and patient-centered care, while Eco-Education focuses on improving patients' knowledge, awareness, and adaptive coping skills. This approach aligns with the conference theme, *"Eco Education Way Towards Transformation: Leading the Way Towards*

Global Recovery and Sustainability," promoting sustainable mental health transformation practices (Kidi and Avelina, 2026). Excellent service has been shown to increase patient satisfaction; this principle is relevant when nurses support patients in controlling hallucinations through scheduled activities and daily conversation practice (Manurung, 2020).

Based on this background, the research problem formulated in this study is: *How is the implementation of Service Excellent Psychiatric Nursing via Eco-Education in patients with auditory hallucinations in psychiatric care settings?* The purpose of this study is to describe the nursing process including assessment, nursing diagnosis, planning, implementation, and evaluation of care provided to Tn. M, a patient diagnosed with paranoid schizophrenia experiencing auditory hallucinations at Mawar 1 Ward, Prof. Dr. Muhammad Ildrem Mental Hospital, North Sumatra Province. This study is expected to contribute to improving high-quality, patient-centered, inclusive, and sustainable mental health nursing services and support global mental health recovery and social equity (Khoiron and Dewi, 2025).

METHODS

This study employed a descriptive case study design to investigate the implementation of Service Excellent Psychiatric Nursing integrated with Eco-Education in a patient experiencing auditory hallucinations. The research was conducted in Mawar 1 Ward at Prof. Dr. Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, from November 24 to December 6, 2025, during the Field Learning Practice (Praktik Belajar Lapangan/PBL). The participant of this study was Mr. M, a patient diagnosed with paranoid schizophrenia accompanied by sensory perceptual disturbances in the form of auditory hallucinations. The subject was selected using a purposive sampling technique based on specific criteria that aligned with the study objectives and the application of service excellence and Eco-Education approaches.

Several nursing interventions have been developed to manage auditory hallucinations in patients with schizophrenia. One commonly applied approach is the Four Implementation Strategies (SP), which include identifying and controlling hallucinations (SP1), improving medication adherence (SP2), enhancing communication skills (SP3), and encouraging engagement in structured daily activities (SP4). Rebuke and drawing therapy effectively reduced the signs and symptoms of auditory hallucinations by 41.5% in patients (Oktaviani, Hasanah and Utami, 2022).

Previous studies have demonstrated that these interventions are effective in reducing the frequency and severity of hallucinations, improving patients' self-management abilities, and enhancing psychosocial functioning as well as overall quality of life (Linda Puspitasari and Puji, 2024). Furthermore, service excellence principles such as empathy, responsiveness, professionalism, therapeutic communication, and patient-centered care were consistently applied to strengthen therapeutic relationships and optimize patient outcomes.

Data analysis was conducted using a qualitative descriptive method by comparing findings from the nursing assessment, implementation, and evaluation with relevant theories and previous research. This analysis aimed to assess changes in Mr. M condition following nursing interventions and to evaluate the effectiveness of integrating Service Excellent Psychiatric Nursing with Eco-Education in reducing auditory hallucinations, improving psychosocial functioning, and supporting sustainable mental health recovery.

RESULT

The results of the psychiatric nursing assessment in the case study entitled “*Service Excellent Psychiatric Nursing via Eco-Education for Tn. M with Auditory Hallucinations*” indicated that Tn. M was a 53-year-old patient admitted to Mawar 1 Ward at the Special Technical Service Unit (UPTD Khusus) of Prof. Dr. Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, with a medical diagnosis of paranoid schizophrenia. The patient had a history of repeated hospital admissions since 2020, primarily associated with poor medication adherence and lack of routine follow-up after discharge.

At the time of admission, the patient reported frequently talking to himself, experiencing sleep disturbances, irritability, and inconsistent medication use. During the interview, he stated that he often heard voices instructing him to distribute money. These auditory hallucinations typically occurred in the afternoon and lasted for approximately five minutes. Contributing factors included a previous history of mental illness, non-adherence to treatment, and psychosocial stress related to divorce.

The physical examination revealed that the patient was in stable general condition with no significant physical abnormalities. The mental status examination showed that Mr. M appeared well-groomed, with slowed speech, flat affect, limited eye contact, and circumstantial thought processes. Although hallucinations were present, the patient remained oriented, demonstrated adequate memory and judgment, and was able to apply adaptive coping strategies such as relaxation techniques and thought-stopping (rebuking techniques).

Based on the assessment findings, the primary nursing diagnosis was identified as Sensory Perceptual Disturbance: Auditory Hallucinations. Additional nursing problems included impaired social interaction, spiritual distress, and ineffective therapeutic regimen management. Nursing interventions were implemented using the Four Implementation Strategies (SP) integrated with Service Excellent Psychiatric Nursing and the Eco-Education approach.

In SP 1, the nurse assessed the characteristics of hallucinations, including frequency, triggers, timing, emotional responses, and patient reactions, while also training the patient to manage hallucinations using rebuking techniques. SP 2 focused on medication adherence through health education as part of Eco-Education to strengthen self-management. SP 3 emphasized improving social interaction by encouraging communication with others, while SP 4 involved guiding the patient in structured daily activities such as self-care, light exercise, medication routines, social interaction, relaxation, and rest (Risit, 2026).

Throughout the nursing process, service excellence principles-such as empathy, responsiveness, professionalism, therapeutic communication, and patient-centered care-were consistently applied to build a therapeutic relationship and support recovery. Evaluation results showed notable improvement, including a decrease in the frequency and intensity of auditory hallucinations, a calmer demeanor, improved ability to independently control hallucinations,

increased social interaction, and better medication adherence. These findings suggest that the integration of Service Excellent Psychiatric Nursing with Eco-Education is effective in improving symptom control, psychosocial functioning, and sustainable recovery in patients with auditory hallucinations.

Conclusion and Suggestion

Conclusion

Based on the implementation results of Service Excellent Psychiatric Nursing integrated with Eco-Education for Mr. M with auditory hallucinations in Mawar 1 Ward at the Special Technical Service Unit (UPTD Khusus) of Prof. Dr. Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, it can be concluded that the application of a systematic nursing process, including assessment, nursing diagnosis, planning, implementation, and evaluation, produced positive outcomes for the patient. The primary nursing diagnosis identified was Sensory Perceptual Disturbance: Auditory Hallucinations, characterized by the patient hearing non-existent whispered voices, talking to himself, displaying a flat affect, and limited eye contact.

The nursing interventions applied through the Four Implementation Strategies (SP 1–SP 4), integrated with service excellence principles and the Eco-Education approach, were effective in assisting Tn. M to gradually manage and control auditory hallucinations (Agustina, 2018). Supporting evidence from Siti Nurmawan Sinaga (2021) also indicates that service quality, counseling, and responsiveness play an important role in enhancing the effectiveness of Eco-Education interventions in patients with auditory hallucinations (Sinaga, 2021).

These interventions included recognizing and controlling hallucinations using rebuking techniques, improving medication adherence, strengthening communication and social interaction skills, and encouraging structured daily activities. The Eco-Education approach further enhanced the patient's knowledge, self-management capacity, and sustainable healthy behaviors, while service excellence principles-such as empathy, responsiveness, professionalism, and patient-centered care-contributed to improved therapeutic relationships and patient satisfaction.

Evaluation findings showed a decrease in both the frequency and intensity of auditory hallucinations, improved ability to independently manage symptoms, better medication adherence, and enhanced social interaction. Overall, the integration of Service Excellent Psychiatric Nursing and Eco-Education positively contributed to improving the patient's psychosocial functioning and quality of life.

Furthermore, this nursing approach aligns with the conference theme, "*Eco Education Way Towards Transformation: Leading the Way Towards Global Recovery and Sustainability*," and supports the achievement of the Sustainable Development Goals (SDGs), particularly Goal 3 (Good Health and Well-Being) and Goal 10 (Reduced Inequalities), by promoting high-quality, inclusive, and sustainable mental health services.

SUGGESTION

1. **For the Patient:** The patient is encouraged to adhere to medication, attend regular follow-up visits, and continue applying Eco-Education skills, including controlling

hallucinations, engaging in social interactions, and participating in structured activities to support recovery and prevent relapse.

2. **For the Family:** Families are expected to provide emotional support, monitor treatment adherence, and actively participate in mental health education to strengthen the patient's coping abilities and recovery outcomes.
3. **For Nurses:** Psychiatric nurses should enhance service quality by applying service excellence principles and integrating Eco-Education to improve patients' knowledge, self-care skills, and sustainable mental health behaviors.
4. **For the Hospital:** Hospitals are encouraged to strengthen mental health services by updating SOPs, expanding psychoeducation and group therapy programs, and promoting Service Excellent and Eco-Education as innovative approaches to sustainable psychiatric care.
5. **For Future Researchers:** Further studies with larger samples and different methodologies are recommended to evaluate the long-term effectiveness of Service Excellent Psychiatric Nursing integrated with Eco-Education in improving symptom management, psychosocial functioning, quality of life, and sustainable recovery.

APPRECIATE

Acknowledgments

The authors would like to express their sincere gratitude to STIKes Mitra Husada Medan for its academic support and to the Special Technical Service Unit (UPTD Khusus) of Prof. Dr. Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, especially the nurses and staff of Mawar 1 Ward, for their cooperation and assistance during this case study entitled **“Service Excellent Psychiatric Nursing via Eco-Education for Tn. M with Auditory Hallucinations.”** Special appreciation is also extended to Tn. M and his family for their participation and support throughout the study. It is hoped that the findings of this study will contribute to the development of high-quality, patient-centered, and sustainable psychiatric nursing care.

REFERENCES

- Agussamad, I. et al. (2020) "The Knowledge and Attitudes of Families Regarding Elderly Fall Prevention in Pahlawan Binjai Village," *Caring: Indonesian Journal of Nursing Science*, 2(2), pp. 44–52. Available at: <https://doi.org/10.32734/ijns.v2i2.5004>.
- Agustina, M. (2018) "The Level of Patient Knowledge in Performing Methods to Control the Behavior of Patients with Auditory Hallucinations," *Jurnal Ilmiah Ilmu Keperawatan Indonesia*, 7(04), pp. 306–312. Available at: <https://doi.org/10.33221/jiiki.v7i04.74>.
- All, K. et al. (2020) "Change in the Neural Response to Auditory Deviance Following Cognitive Therapy for Hallucinations in Patients With Schizophrenia," *Frontiers in Psychiatry*, 11(June), pp. 1–18. Available at: <https://doi.org/10.3389/fpsyt.2020.00555>.
- Ambar Wulandari, A.I.F. (2023) "Higeia Journal of Public Health Research and Development: The Incidence of Schizophrenia in Inpatients at RSUD Dr. H. Soewondo Kendal," 7(4), pp. 562–573.

- Khoiron and Dewi (2025) "Management of Sensory Perception Disorders through the Implementation of Action Strategies (Hallucination Control)," *Jurnal Ilmu Kesehatan*, 12(4), pp. 0–6. Available at: <https://doi.org/10.5455/mnj.v1i2.644>.
- Kidi, T.S. and Avelina, Y. (2026) "Family Education Using a Booklet Improves Medication Adherence in Patients with Hallucinations."
- Linda Puspitasari and Puji, A. (2024) "Healthy Culture Nursing Journal: Management of Sensory Perception Disorders — Auditory Hallucinations in the Condemning Phase through the Implementation of Hallucination Action Strategies," 2(1). Available at: <http://jurnal.unw.ac.id/index.php/JKBS>.
- Manihuruk, L.D., Purba, J.M. and Daulay, W. (2025) "Caregiver Experience in Caring for Family Members with Schizophrenia Experiencing Relapse at the Special UPTD of Prof. Muhammad Ildrem Mental Hospital, Medan," *Jurnal Ners*, 9(4), pp. 6283–6289. Available at: <https://doi.org/10.31004/jn.v9i4.49675>.
- Manurung, H.R. (2020) "The Relationship Between Excellent Midwifery Services With the Level of KB Acceptors Satisfaction in Public Health Center Hamparan Perak Deli Serdang District Year 2019."
- Oktaviani, S., Hasanah, U. and Utami, I.T. (2022) "Jurnal Cendikia Muda, Volume 2, Number 3, September 2022, ISSN: 2807-3469. Oktaviani, Application of Shouting/Rebuking (Menghardik) Therapy. Jurnal Cendikia Muda, Volume 2, Number 3, September 2022 — hallucination refers to auditory hallucination (hearing voices or sounds) and," *Jurnal Cendikia Muda*, 2(3), pp. 407–415.
- Risit, W.F. (2026) "The Application of Regular Medication Intervention on the Ability to Control Auditory Hallucinations in Patients with Complex, Multifactorial, and Progressive Schizophrenia, Characterized by Thought Process Disorders (Ministry of Health of the Republic of Indonesia, 2023). One of the symptoms..., " 3(March), pp. 59–68.
- Sinaga, S.N. (2021) "Satisfaction Of FP Acceptors With FP Services At Rice Basah Puskesmas, Pangkalan Susu Subdistrict In 2021," *Science Midwifery*, 9(2), pp. 643–649. Available at: <https://doi.org/10.35335/midwifery.v9i2.1006>.
- Sofia Putri Romadhoni et al. (2025) "The Application of Psychoreligious Dhikr Therapy in Patients with Auditory Hallucinations," *Borneo Nursing Journal (BNJ)*, 8(1), pp. 682–688. Available at: <https://doi.org/10.61878/bnj.v8i1.267>.
- Surbakti, I.S. et al. (2022) "Factors Affecting the Completeness of Advanced Immunization in Children Under Three Years Old at Posyandu Mawar, Medang Deras Subdistrict, Batubara Regency, 2021," *Excellent Midwifery Journal*, 5(1), pp. 1–12.
- Zainuddin, R. and Hashari, R. (2019) "The Effectiveness of Murotal (Quran Recitation) Therapy on Independence in Controlling Auditory Hallucinations."