

Health service utilization care for adolescents: A literature study

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Health service utilization care for adolescents: A literature study

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Abstract

Background: Adolescents or young children are referred to as people aged between ten and eighteen years. Adolescence is a transition period for young children experiencing many problems within themselves and their environment, from childhood to adulthood. If young children cannot identify these evocations correctly, they are sure to face many problems. In this teenage phase they are no longer called children and are not called adults. Adolescents today face more complex expectations, demands, temptations and dangers compared to previous generations of teenagers. The phenomenon is that most teenagers in Indonesia today experience a decline in character, morals and emotional maturity.

Purpose: To review previous research in analyzing the relationship between health service utilization care for adolescents.

Method: Use a literature review by determining keywords, creating questions, grouping questions, answering questions. Researchers collect data through various sources, such as scientific articles, books and institutional reports. This literature review was compiled using Google Scholar, Pubmed, and Semantic Scholar and obtained 14 journals with the keywords "Adolescents", "Integrated Service Post", and "Utilization". Journal articles used in Indonesian and English with publication years 2016-2023. The literature study selection process is based on Preferred Reporting Items for Systematic Reviews (PRISMA-ScR).

Results: From 14 articles taken from Google Scholar, Pubmed, and Semantic Scholar, the results obtained were that there was a correlation between knowledge, distance, and information sources. Integrated service posts function as health service providers that provide motivation, teaching, facilities, counseling, and place intervention programs.

Conclusion: Integrated service posts has many benefits for adolescents about to grow up. The existence of integrated service posts makes adolescents' lives more productive so they are free from promiscuity which can damage adolescents' character.

Keywords: Adolescents; Integrated Service Posts; Utilization.

INTRODUCTION

Adolescents or young people are referred to as people aged between ten and eighteen years. Adolescence is a transition period for young children experiencing many problems within themselves and their environment, from childhood to adulthood (Mulyati, 2021). If young children cannot identify these evocations correctly, they will inevitably face many problems (Miller, Chen, & Brody, 2015). In this teenage phase they are no longer called children

and are not called adults. Teenagers today face more complex expectations, demands, temptations and dangers compared to previous generations of teenagers. The phenomenon is that most teenagers in Indonesia are currently experiencing a decline in character, morals and emotional maturity (Sawyer, Azzopardi, Wickremarathne, & Patton, 2018).

Adolescent integrated service posts (*Posyandu*) are public health organizations that focus on

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education and adolescent health services. This program is very important because adolescence is everyone's life cycle where various characteristics and problems emerge, such as smoking, drinking alcohol, using drugs, marrying underage, and other behaviors (Denno, Hoopes, & Chandra-Mouli, 2015). Previous research shows that several integrated youth service posts in the region do not run their programs well. This is caused by a number of factors, such as human resources, funds, and facilities and infrastructure (Al-Hanawi, Khan, & Al-Borie, 2019). Other research shows that adolescent assessment and networking standards are difficult to achieve because they are related to adolescent interests and disorganized socialization (Ningsih, 2018). However, integrated service posts have proven effective in increasing adolescent health knowledge. A study shows that 75% of teenagers who attend integrated service posts have good knowledge about reproductive health (Salam, Faqqah, Sajjad, Lassi, Das, Kaufman, & Bhutta, 2016). This shows that the government can pay more attention to integrated youth service posts to meet implementation needs.

The world is experiencing very rapid technological developments, including Indonesia. Along with the development of this technology, teenage problems are also increasing. Around 20-30% of teenagers admit to having had sex in various big cities in Indonesia, this certainly has a bad impact on the future of teenagers (Ertiana, Septyvia, Utami, Emawati, & Yualiarti, 2021). Many teenagers have unhealthy lifestyles, such as smoking, using drugs, having sex before marriage, and following an unhealthy diet. Handling complex adolescent health problems requires comprehensive action and involves various parties (Ministry of Health of the Republic of Indonesia, 2023).

Health must also be a top priority, fought for and invested in. In an effort to improve and maintain adolescent health, the government issued Health Law no. 36 of 2009, Articles 17 and 18 concerning the availability of information, education and health service facilities are borne by the government. In addition, policy makers are obliged to strengthen and encourage groups to participate in all aspects of health efforts, policy makers are obliged to encourage and empower people to participate in any health efforts (Wahid, Indraswari, Shaluhayah, &

Widjanarko, 2020; Ramirez-Rubio, Daher, Fanjul, Gascon, Mueller, Pajin, & Nieuwenhuijsen, 2019).

In providing comprehensive and sustainable health services at all stages of human life, from fetuses to babies, toddlers, early childhood and adults, consolidated and sustainable health services are needed. Health services must cover all communities to achieve optimal levels of public health. Integrated youth service posts can increase youth access to preventive and promotive services in the community, especially in remote, island, remote, isolated and disaster areas (McGorry, Mei, Chanen, Hodges, Alvarez-Jimenez, & Killackey, 2022).

In Indonesia, several community health centers have developed inclusive integrated service post innovation programs to ensure that teenagers with disabilities can also visit youth integrated service posts. However, this program has not been planned nationally and depends on the innovation of each regional community health center. It is hoped that the integrated youth service post can help teenagers understand teenage health problems, find solutions to the problems they face, and expand the reach of enthusiastic relationships, especially for young people who live in areas with limited access, including vulnerable teenagers (Ministry of Health of the Republic of Indonesia, 2023).

RESEARCH METHOD

This research uses a literature review by determining keywords, creating questions, grouping questions, answering questions. Researchers collected data through various sources, such as scientific articles, books and institutional reports. This literature review was compiled using Google Scholar, Pubmed, and Semantic Scholar and obtained 14 journals with the keywords "Adolescents", "Integrated Service Post", and "Utilization". Journal articles used in Indonesian and English with publication years 2016-2023.

This research uses a literature review design by collecting and analyzing data through various sources. The literature study selection process is based on Preferred Reporting Items for Systematic Reviews (PRISMA-ScR). Selection of articles based on title and keywords accompanied by analysis of article abstracts. A full text review of articles was carried out based on the inclusion criteria, namely,

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national and international articles related to adolescent health services.

The study in this research went through several stages, the first was a database search by collecting 450 articles obtained from various reference sources, namely Google Scholar with 324 articles, Pubmed with 97 articles, and Semantic Scholar with 29 articles. This was followed by selecting full text articles because 200 articles did not match the topic, so 250 articles were filtered. Then the articles that

were excluded after reviewing the title and abstract were 200 articles so that 50 articles were checked for relevance. After screening, 25 articles were found that were not in accordance with the research objectives, but 25 articles were found that were in accordance with the research objectives. There were 11 duplicate articles and after filtering there were 14 complete texts suitable for study according to the assessment.

RESEARCH RESULT

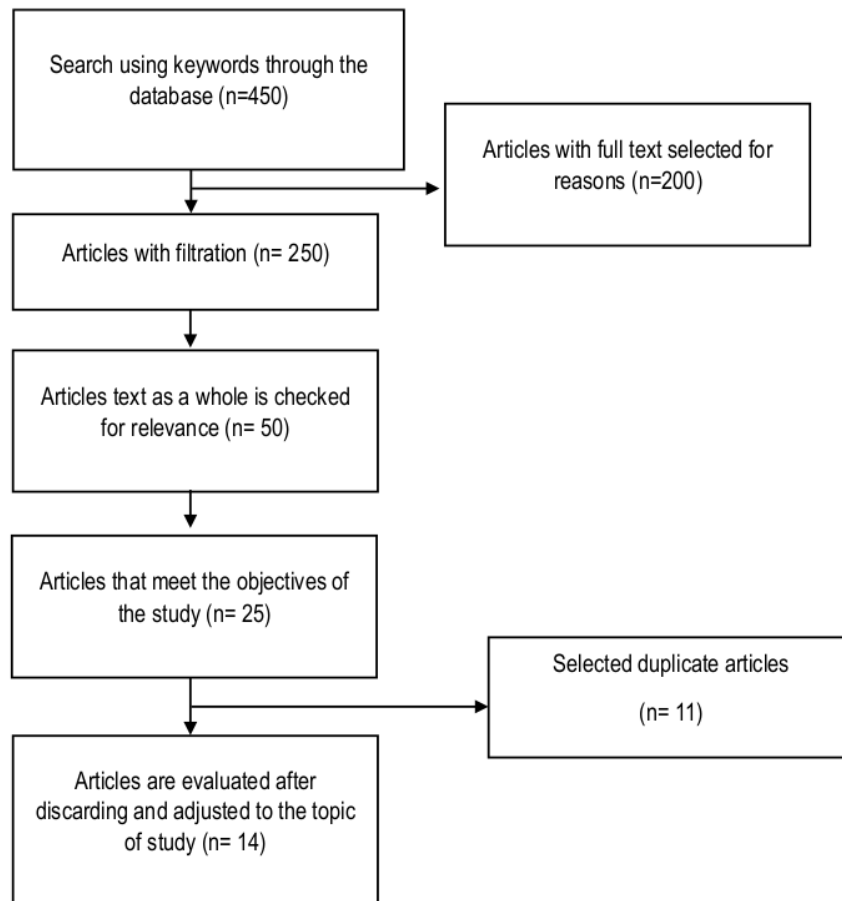


Figure of PRISMA Flow Diagram

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Table of Literature Review Results

References	Purpose	Method	Results
Depa, F. G., & Indriani, P. L. N. (2023). Hubungan pengetahuan, jarak posyandu, dan sumber informasi dengan minatnya remaja ke posyandu di wilayah kerja UPTD Puskesmas Penyandingan. <i>Al-Insyirah Midwifery: Jurnal Ilmu Kebidanan (Journal of Midwifery Sciences)</i> , 12(2), 120-126.	To find out the relationship between the distance to the integrated service post and the source of information as well as the interest of adolescents at the integrated service post in the working area of the UPTD Public health center Pengandingan Ogan Komering Ulu in 2023.	Analytical studies using a cross-sectional quantitative approach	In 2023, the UPTD of the Pengandingan Community Health Center working area in OKU Regency found that knowledge, distance to integrated service posts, and sources of information were correlated with each other. The results of data processing show that the p-value of the chi-square statistic is 0.021, the p-value of integrated service posts is 0.021, and the p-value of information sources is 0.027.
Novarica, N., & Hayati, I. (2023). Peran posyandu remaja dalam pencegahan anemia bagi remaja putri di wilayah kerja puskesmas Labanan. <i>Prepotif: Jurnal kesehatan masyarakat</i> , 7(1), 611-620.	To find out the role of integrated service posts adolescents in preventing anemia for young women in the Labanan Community Health Center working area in 2022.	Data are obtained through observation, interviews, and documentation because this type of research is qualitative. Thirteen informants were health workers, youth cadres, young women, and cadre leaders.	The integrated youth service post in the Labanan Community Health Center area is very helpful in preventing anemia in teenage girls. They function as health service providers (motivator, instructor, facilitator, counselor and facilitator), function to provide integrated service posts for program interventions and encourage adolescents to go to integrated service posts.
1 Burke, V. M., Frimpong, C., Miti, S., Mwansa, J. K., Abrams, E. A., Merrill, K. G., & Denison, J. A. (2022). "It must	To explore Youth Peer Mentor (YPM) experiences of challenges and successes in implementing the YES Project to support adolescents and young	A qualitative method with in-depth interviews was used for eight YPM (50% females) aged 21–26 years.	To establish relationships with AYA clients, YPM talks about shared challenges, promoting good health behaviors, and creating an environment that is not assessed. YPM underwent significant changes in HIV-

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start with me, so it started with me": A qualitative study of Project YES! youth peer mentor implementing supporting experiences and young adults adolescents and young adults living with HIV in Ndola, Zambia. *PloS one*, 17(2), e0261948.

adults living with HIV in Ndola, Zambia

related health behaviors, self-conception, and future plans. Many people now see themselves as "ambassadors", "game changers", and "not just alone in this world" as community leaders. They explain the newfound commitment to achieving professional and personal goals. YPM emphasizes that Project YES! should be expanded to allow other HIV-positive AYA benefits.

Dayal, R., & Gundi, M. (2022). Assessment of the quality of sexual and reproductive health services delivered to adolescents at Ujala clinics: A qualitative study in Rajasthan, India. *PloS one*, 17(1), e0261757.

To assess the quality of reproductive health service delivery in AFHCs in Rajasthan, India. In this study, qualitative methods were used. The study involved observations of services provided to mystery clients (MCs) (n=12) and in-depth interviews with counselors (n=4) at four AFHCs. The interviews were written in the local language and translated into English. The thematic code is given to the transcript.

The results show the quality of services provided at AFHC by referring to the inputs, processes, and output criteria of the WHO I, III, IV, V, and VI global standards. Our study aims to improve (i) counselors' ability to better understand sensitive adolescent health issues, (ii) clinical facilities to ensure the privacy, comfort, and confidentiality of adolescents seeking services, (iii) recommendations to improve service packages accordingly, and (iv) our results demonstrate the problems facing adolescents and service providers in AFHC, and that regular monitoring and evaluation of AFHC is necessary to improve program facility-based interventions RKSJK.

Dewi, P. D. P. K., Sari, L. Y. R., & Tangkas, N. M. K. S. (2022). Pemanfaatan Posyandu Remaja Di Desa Sambangan Wilayah Kerja Puskesmas Sukasada 1 Dengan

To find out the relationship between the distance to the integrated service post and the source of information as well as the interest of adolescents at the integrated service post in the working area of the UPTD Public health center

Adolescents responded positively to the integrated youth service post, had high hopes for its implementation, really felt the benefits for health, and created good synergy between teenagers and health workers.

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Pendekatan Kualitatif. *Prosiding Simposium Kesehatan Nasional*, 1(1), 215-222.

Pengembangan Ogan Komering Ulu in interviews and group focus discussions (FGDs) were analyzed using the NVivo12 Plus program.

Hermawan, E., Pebriyani, D., Julianty, D. N., Safitri, F., & Laksono, G. T. (2021). Peran Pemerintah Desa Dalam Pemberdayaan Masyarakat Di Desa Tirtawangunan Kecamatan Sindangagung Kabupaten Kuningan Provinsi Jawa Barat. *Jurnal Inovasi Penelitian*, 2(1), 191-198.

To find out the role of integrated service posts adolescents in preventing anemia for young women in the Labanan Community Health Center working area in 2022. Qualitative descriptive methodology was used in this study. The Tirtawangunan Village Government has provided a budget for each program, although there are several obstacles. Apart from that, the Tirtawangunan Village government has collaborated with the private sector to carry out every private program so that all Tirtawangunan Village residents feel the impact of the program.

3 Milosavljević, F., Bukvić, N., Pavlović, Z., Mijević, Č., Pešić, V., Molden, E., & Jukić, M. M. (2021). Association of CYP2C19 and CYP2D6 poor and intermediate metabolizer status with antidepressant and antipsychotic exposure: a systematic review and meta-analysis. *JAMA psychiatry*, 78(3), 270-280.

To explore Youth Peer Mentor (YPM) experiences of challenges and successes in implementing the YES Project to support adolescents and young adults living with HIV in Ndola, Zambia second phase, concept mapping studies are carried out by involving young people and stakeholders. Quantitative and qualitative information will be collected through mixed methods and questionnaires. In the decision makers in the field of adolescent mental health also make recommendations for policymakers and services.

The results of this study are expected to not only provide new knowledge on how youth include YC in FLMHS, but also make recommendations for policymakers and decision makers in the field of adolescent mental health services.

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Ruwayda, R., & Izhar, M. D. (2021). Faktor Reinforcing yang Berhubungan dengan Perilaku Remaja Ke Posyandu Remaja Kelurahan Penyengat Rendah Di Wilayah Puskesmas Aurduri Kota Jambi. *Jurnal Universitas Batanghari Jambi*, 21(2), 643-651.

An analytical research design using a cross-sectional design of the Aurduri Health Center in Jambi city has an entire adolescent population. Quota sampling was used to collect samples from 92 people

The research results (reinforcing factors) show that 71 (77.2%) health workers have a good role, 56 (60.9%) cadres have a good role, 63 (68.5%) have good family support and 75 (81.5%) have good behavior. . There is a correlation between adolescent behavior at integrated service posts by health workers, cadres, and family support (p value = 0.000) (p <0.05).

Prajayanti, H., & Maslikah, M. (2021). Studi Deskriptif Kualitatif tentang Partisipasi Remaja dalam Keikutsertaan Posyandu Remaja. *Jurnal Kebidanan Harapan Ibu Pekalongan*, 8(2), 74-82.

This qualitative descriptive case study gathers information through comprehensive interviews.

The research results showed that teenagers did the following things at the integrated service post: consultations about reproductive health, height, weight, blood pressure and arm circumference. Cadre motivation influences youth participation in addition to the availability of facilities to support integrated service posts.

Deviani, N. W., Vipriyanti, N. U., Widnyana, I. K., & Maba, W. (2021). Program posyandu terintegrasi: strategi penguatan posyandu remaja di Denpasar. *Care: Jurnal Ilmiah Ilmu Kesehatan*, 9(3), 490-501.

Integrated program: strategies to strengthen youth posyandu in Indonesia

The research results show that integrating the youth integrated service post program with various related programs is the main strategy. This research will examine various ways for adolescents to obtain health services and how to supervise and monitor their health.

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- Barden-O'Fallon, J., Evans, S., Thakwatakwa, C., Alfonso, W., & Jackson, A. (2020). Evaluation of mainstreaming youth-friendly health in private clinics in Malawi. *BMC health services research*, 20(1), 1-13.
- To explore Youth Peer Mentor (YPM) experiences of challenges and successes in implementing the YES Project to support adolescents and young adults living with HIV in Ndola, Zambia
- In 2018, a mixed method and convergent parallel design was used to assess relevant monitoring and evaluation documents, service statistics from PSI Malawi, as well as qualitative data on perceptions of service quality from Malawian youth and healthcare providers.
- The research results show that during the implementation of the YFHS training package, the number of family planning clients aged 15-24 increased from 72 to 2278 per quarter. However, this positive trend stopped after the youth outreach program ended. According to group discussions with 70 adolescents, the clinic was considered to provide high-quality services to adolescents. The two main barriers to getting services are embarrassment and cost. Interviews with ten health care providers show that many are working to improve clinic accessibility, understand cost challenges, and understand how important it is to reach young people and the wider community.
- Saadah, S., & Silalahi, U. A. (2019). Hubungan Pengetahuan Remaja Tentang Kesehatan Reproduksi Dengan Peminatan 29 Pembentukan Remaja Di Desa Nagrog Kecamatan Cicalengka Kabupaten Bandung Tahun 2018. *Jurnal Bidan "Midwife Journal"*, 5(2).
- To assess the quality of sexual reproductive health service delivery in AFHCs in Rajasthan, India.
- Cross-sectional research methods are used to collect and write data quantitatively. The study involved 105 adolescents as a population and sample, and overall used three sampling methods.
- There is a correlation between teenagers' knowledge about reproductive health and their desire to become integrated youth service posts. In addition, 44.7% of teenagers know about reproductive health, and the significance of p-value = 0.000 is α 0.05.
- Broad, K. L., Sandhu, V. K., Sunderji, N., & Charach, A. (2017). Youth experiences of and the source of information as well as distance to the integrated service post and mental health, published experiences of young people moving from CAMHS and Using keywords targeting three topics: transition, age, and mental health, published experiences of young people moving from CAMHS and

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transition from child mental health services to adult mental health services: a qualitative thematic synthesis. *BMC psychiatry*, 17, 1-11.

the interest of adolescents at the integrated service post in the working area of the UPTD Public health center Pengandingan Ogan Komering Ulu in 2023.

and unpublished literature is searched. Each study included should qualitatively examine the perceptions and experiences of adolescents receiving mental health services at CAMHS and AMHS. There are no restrictions on age or diagnosis. Studies examining adolescents with chronic physical health conditions were also excluded.

AMHS are influenced by concurrent life transitions as well as their personal preferences regarding autonomy and independence. Teens believe that good preparation, flexible transition times, personal transition plans, and continuity of information are good things during transitions. In addition, young people value the cooperation and continuity of relationships between CAMHS and AMHS.

2 Thomée, S., Malm, D., Christianson, M., Hurlig, A. K., Wiklund, M., Waenerlund, A. K., & Goicolea, I. (2016). Challenges and strategies for sustaining youth-friendly health services—a qualitative study from the perspective of professionals at youth clinics in northern Sweden. *Reproductive health*, 13(1), 1-13.

To find out the role of integrated service posts adolescents in preventing anemia for young women in the Labanan Community Health Center working area in 2022.

Interviews are conducted with health care professionals at youth clinics in northern Sweden. After being transcribed verbatim, the interviews were analyzed through a thematic analysis that draws on the World Health Organization's domain of youth friendliness.

4 themes emerged from data analysis, addressing youth requirements that are important to ensure holistic and youth-centred care related to acceptability and appropriateness of services; Organizational challenges and strategies in maintaining professional expertise on youth are updated, referring to the domain of effectiveness; Youth clinics should be accessible to those who know and can reach them regarding accessibility and equity, as well as other youth-related issues; The struggle to maintain youth clinic organizations and their purpose within the broader health system is the focus of the struggle to combine strong direction and flexibility within diverse local realities.

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DISCUSSION

Based on 14 articles taken from Google Scholar, Pubmed, and Semantic Scholar, the results showed that there was a correlation between knowledge, distance, and information sources (Depa, & Indriani, 2023). Youth integrated service posts function as health service providers that provide motivation, instruction, facilities, counseling, and a place for program interventions (Novarica, & Hayati, 2023). This is a shared challenge, promoting good health behavior, and creating a supportive environment for establishing relationships with adolescent and young adults (AYA) patients. Adolescent-friendly health clinic (AFHC) provides quality services by referring to WHO global standards I, III, IV, V, and VI regarding input, process, and output criteria which aims to increase counselors' understanding of sensitive adolescent health problems, ensuring privacy and confidentiality of adolescents seeking services, providing recommendations for improving appropriate service packages, as well as emphasizing the need for regular monitoring and evaluation (Dayal, & Gundi, 2022).

The village government allocates a budget for each program, although there are several obstacles. Collaboration between the village government and the private sector is also carried out to implement these programs, so that all village residents can feel the positive impact (Hermawan et al., 2021). This research provides new knowledge about how youth include youth centers (YC) in the framework for local mental health services (FLMHS), as well as providing recommendations to policy makers and decision makers in the field of youth mental health services (Milosavljević et al., 2021).


Factors that influence the behavior of teenagers in joining integrated service posts are the good role of health workers, the good role of cadres, good family support, and the behavior of the teenagers themselves. There is a correlation between teenagers' behavior in attending integrated service posts and the role of health workers, cadres, and family support (Ruwayda, & Izhar, 2021). Teenagers carry out various activities when attending integrated service posts, such as consultations about reproductive health, measuring height, weight, blood pressure and upper arm circumference. Apart from the availability of supporting facilities, cadre

motivation also influences youth participation (Prajayanti, & Maslikah, 2021).

Interviews with health care providers indicate that they are working to improve clinic accessibility, understand cost challenges, and recognize the importance of reaching youth and the community at large (Barden-O'Fallon et al., 2020). Young people's experiences are influenced by concurrent life transitions as well as their personal preferences regarding autonomy and independence. Teens believe that good preparation, flexible transition times, personal transition plans, and continuity of information are good things during transitions. Additionally, adolescents value cooperation and relationship continuity (Broad et al., 2017). There are four themes that emerged from the data analysis, namely meeting the needs of youth through youth-centered holistic care, organizational challenges and strategies in maintaining professional expertise, accessibility and equity in youth clinics, maintaining youth clinic organizations, and the broader health system by incorporating strong direction and flexibility in diverse local realities (Thomé et al., 2016).

Based on the results, the main topic was obtained, namely the use and participation of teenagers in integrated service posts. Many studies show that teenagers' knowledge, distance to integrated service posts, and sources of information are related to teenagers' interest in integrated service posts. In addition, research has shown that integrated program strengthening is possible. In preventing and treating adolescent health problems, it has an important role, one of which is preventing adolescent girls from developing anemia. Apart from that, research shows that integrated service posts can also be a place to provide mental health services for teenagers. Several studies show that obstacles in implementing integrated youth service posts include the low role of cadres, lack of facilities and infrastructure, and lack of cross-sector program cooperation. Adolescence is a stage of psychological growth and the search for one's identity. During this period, young people have the opportunity to develop their talents and skills that will eventually be shown to others and make them look unique. Psychologically, adolescence is the age at which a person becomes part of adult society and does not

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feel underage, but feels the same or equal to adults because of biological and physiological changes that occur rapidly from childhood to adulthood (Prajayanti, & Maslikah, 2021).

Adolescence is divided into three categories, namely early adolescence, consisting of children aged between 11 and 13 years, advanced adolescence consisting of children aged between 11 and 13 years, middle adolescence, namely teenagers aged between 14-16 years, and advanced adolescence, namely teenagers aged between 17-20 years. Physical changes in adolescents are related to physical characteristics, hormonal changes, sexual maturity, and response to menarche. Menarche is a sign of mature female sexual function. The characteristics of adolescence are that a person's growth makes him or herself physically more mature with changes in the person's appearance and physiological functions, especially those related to sex.

Community-based health efforts are also known as integrated service posts, managed and organized by, for and with the community in health development projects with the aim of facilitating the community to obtain basic health services needed to accelerate the reduction of maternal and infant mortality rates. Integrated service posts are a means of community empowerment that is centered on community independence (Wilson, 2012).

Implementing integrated service posts has the benefits of encouraging people to behave well and live a cleaner and healthier lifestyle, reducing environmental diseases and diseases that can be prevented by vaccination, supporting family planning services, and supporting community and family empowerment in food diversification. Adolescent integrated service posts are community health-based activities that involve and monitor adolescents to improve their health and healthy living skills in a sustainable manner. The aim of the integrated youth service post is to increase the role of teenagers in planning, implementing and evaluating programs, as well as to increase teenagers' knowledge and abilities regarding reproductive health (Ministry of Health of the Republic of Indonesia, 2023).

Teenagers definitely benefit from participating in integrated service post activities. First, teenagers will gain knowledge and skills about reproductive health, mental health problems, nutrition, physical activity,

prevention of non-communicable diseases, and the use of violence. Second, youth health programs will teach them healthy living skills. In addition, they will become self-actualized in activities that improve adolescent health. Youth integrated service posts help teenagers, families and communities. So that children can learn, grow and develop harmoniously and optimally.

An important knowledge that teenagers must know is about puberty. Puberty is a period filled with physical and biological changes as well as changes caused by environmental demands that require a process of adjustment (Mendle, Beltz, Carter, & Dorn, 2019). Apart from knowledge, there are attitudes that are influenced by feelings. The feelings a person has when they see an object consist of feelings that support (favorable) or oppose (unfavorable). According to social and personality psychology experts, attitude is an individual's ability to treat something in a certain way (Dixon, Holoshitz, & Nossel, 2016). Adolescent integrated service posts can play an important role in increasing family support, support from community leaders, and government support regarding adolescent health.

CONCLUSION

Integrated service posts have many benefits for adolescents who are more productive so that they are free from promiscuity which can damage their character, know about healthy ways of living and avoid various diseases. Several factors that make adolescents not want to come to integrated service posts include lack of knowledge, lack of service facilities and infrastructure, and adolescents' attitudes.

10 REFERENCES

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