

Patient Experiences

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Introduction

James R. (2016). The patient experience is crucial across the continuum of all health related interactions; however, perception of the role of the patient experience differs at various points along the spectrum. Behavioral health (mental healthcare, psychiatry) is an interesting point to consider. The good news is that enormous supplies of caring and empathy actually do exist in our facilities and systems. Extraordinary care gets delivered every second of every day. Does that supply of caring become pervasive and not just limited to the traditional plan of care? Based on the Introspection and "walk the talk" of the patient experience, here we listed what patients in HMC Mental health services experience.

Patient experiences:

• The Sense of being in the safest hands

Elina, M. (2014). The world of health care around the world is under mounting pressure to advance efficiency, to manage costs, to document the methods used and to demonstrate the effectiveness of those methods. Patients are better informed about their care and medication than before, and they expect to receive high quality and effective care. Nursing staff, for their part, expect to have a high level of job autonomy and to be able to put their skills and competencies to the best possible use. Nursing care models provide the infrastructure for organizing and delivering care to patients and families. Under the primary nursing model, patient care is the responsibility of a named nurse for the duration of the patient's hospital stay. In HMC Mental health services, we follow the primary nursing model to deliver the best health service to the patients. We consider **Primary nursing** as not just as a philosophy, but a form of organizational structure that allows human centered nursing within a human scale operation. From the day one until the day of discharge, the patient will be taken care by the primary nurse or her/his associates. This team takes the responsibility in assessing, planning and best practice of nursing service for the patient during the hospitalization. This facilitate the patient in compliant with his multi-disciplinary management, recovery and rehabilitation. The primary nurse makes sure the continuity of best care with gaining the trust of the patient by establishing the therapeutic nurse patient relationship. **Thus, patients experience the sense of being in the safest hands.**

• The Sense of safety and security

Veikko, P. et al. (2019). A major challenge in psychiatric inpatient care is to create an open and safe that promotes patient recovery, patient safety and patient rehabilitation. Staff members need to take positive risks in their work with patients by gradually bringing back responsibility and initiative to the patient. At the same time, violence in the ward may negatively affect patient recovery. Therefore, it is important to create a safe environment through primary preventive interventions so that patients feel safe. In HMC, as we implemented primary nursing model, the primary nurse assess the patient interests, hobbies and strategies that he follows to cope with stress, the situation that make him stress, and subjective and objective feelings of being stress which are assessed by a standard, piloted and validated tool called **patient safety plan**. This is the initiative which enables the nurses to work with the other health professionals like occupational therapist, physiotherapist to execute the strategies that may help to calm down patient. A readily available plan of care for each patient reassures the safety in times of aggression and violence. This is evidenced by zero restrain months across mental health services. This also helps the patient in rehabilitation too. **Thus, patients experience the sense of safety and security.**

• The Sense of not being away from his own felt environment

Williams et al. (2014). How people feel about wards is important, given that those with poorer perceptions are more likely to be readmitted, have worse therapeutic relationships and engagement, and stay in hospital longer. In HMC, as we have implemented **civilian dress** (since July 2017) for all the staffs inside the unit, is a successful initiative as it was highly appreciated by the patients. It makes the patient feel that they are hospitalized; rather they feel they are institutionalized. The perception on traditional hospital system may be an obstacle in approaching the mental health service. HMC's initiation breaks the hurdle and made the patients to access the service with hope and confidence. **Thus, patients experience the sense of not being away from his own felt environment.**

• Fun rather boredom

Wykes, T. et al. (2017) one reason nurses say that they don't spend more time on therapeutic activities directly with patients is that they don't feel they have the knowledge or skills to run evidence-based activities. Mind. (2017). The depiction of mental health inpatient wards on the big screen may lead people to believe that they are action-packed places, but in reality there is often little for patients to do, resulting in intense boredom. In HMC, the nurses are assessed for their interest from the day one in the mental health services. As they are streamlined in their field of interest includes physical activities, playing music, playing games like badminton, volleyball, table tennis, board games, they are facilitated with systematic educational sessions by the dedicated educational team which enable the nurses to engage themselves actively in the **recreational activities** thus the duration of **therapeutic engagement** has been increased. Further in every unit when the charge nurses plan the assignment for the next shift, they plan the activities to a nurse who are trained to conduct the therapeutic group activities. **Thus, patients experience the fun rather boredom.**

• The Sense of being valued and respected

Timothy, A. C. et al. (2016). "Patient centered care" is a widely used term in the health field generally and in mental health specifically. Regardless of how well known the patient centered approach is reported to be, it seems much more challenging to recognize it in clinical practice. Unfortunately, while the patient centered care initiative emphasizes the patient's values and preferences, it provides less information about what to do with these values and preferences once they have been identified. In HMC, we highly **regard the values and preferences** of the patients. In a country like Qatar where the population is multicultural, multi-racial, multi linguistic, we care each of those differences of every individual patient admitted in HMC mental health services. The entire professional team from the top to the bottom of the esteemed corporation is trained regularly to regards the values and preferences of the patient as it directly and indirectly benefit the treatment and health promotion of the patient. We are sensitive to the values and preferences of every individual patient. This openness benefits us in for better service by incorporating individual values and preferences in planning, implementing and evaluating the plan of care systematically. **Thus, patients experience the sense of being valued and respected.**

• The holistic care under the mental health service roof

Arman, A. (2019). The disparities in physical health outcomes for people with mental illness are currently regarded as a human rights scandal. A systematic review over studies by Joseph Firth a research fellow at the University of Manchester and chairman of the Lancet Psychiatry Commission found that most people with mental illness die early not because of suicide, although those account for about 17% of unnatural death, but because of "poor physical health" that could be largely preventable. In HMC Mental health services, we have initiated a new approach that soundly addresses the physical health of the patients who are admitted for the mental illness. Health improvement profile (**HIP**) is established during the time of admission by the nurse who is admitting the patient. It will be followed up by the primary nurse who assesses the patient consistently included number of items that address every system of the patient. During the hospitalization all the physical health issues are referred to the respective services of HMC. **Thus, patients experience the holistic care under the mental health service roof.**

• The Sense of hope

Babacan, G. A. (2008) Patient education aims to provide adequate and relevant clinical information to patients, with the goal of increasing understanding of their illness condition and encouraging health promoting behavior. Psychiatric patients have a strong desire for practical advice concerning how to cope with the symptoms of the illness. In HMC, all the frontline staffs are provided global standard required education for the knowledge and skills for the better delivery of patient care. Throughout the HMC, Mental health services, we are conducting the **Therapeutic group (Educational)** activities based on the need assessment of the respective facility. It included Medication adherence group, Smoking cessation group, healthy life style group, anger management group, coping skill group, fitness group, motivational group and relapse prevention group. The identified Nurses by the Head nurses from every unit are educated on facilitating the therapeutic group with necessary knowledge and skill delivering structured courses, followed by the regular refreshment courses. Though it is challenging in teaching the mentally ill patients, but by the support from each and every one in the organizational hierarchy, our patients are gaining more insight into their illness and management. **Thus, patients experience the sense of hope.**

Conclusion

The intention of author is to explore the patient's experience in HMC Mental health services. It's transparent from the above said facts what patients are experiencing. HMC always thrives to explore more to ensure the best possible service to the healthcare seekers in the State of Qatar by facilitating the staffs in knowledge, skills, and novel skills and techniques, just to make sure that the patients experience the best service in its premises.

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