

# PSYCHOSOCIAL SUPPORT FOR PATIENTS + THEIR FAMILIES IN HOSPITALS IN QATAR

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# TARGET GROUP

Any child/adolescent admitted to hospital and their family

Acute diseases with longer admission duration or complex aftercare

Chronic illness in childhood and adolescence / cancer

- Cerebral palsy, diabetes, chronic renal insufficiency, epilepsy, cystic fibrosis, asthma, congenital Heart diseases, juvenile arthritis, dermatitis, anaemias, etc.

# EXISTING MEDICAL SERVICES IN HMC AND SIDRA

## Pediatric Subspecialties

- Pulmo, Cardio, Endocrine, Neuro, Gastro, Metabolic, Genetic, Allergy, Immunology, Nephrology, Hematology, Oncology, Infectious Diseases, Intensive Care, Neonatology, Child and Adolescent mental health, Adolescent medicine, Chronic Care Unit, Radiology, ENT, Dermatology, Plastic surgery, Psychology, Psychiatry, Surgery, Urology, Orthopedics, Neurosurgery, Orthotics,

## Therapists:

- Physiotherapy, Occupational Therapy, Speech+Language Therapist, Respiratory Therapist, Dietitian,

Social worker

Child Life

Palliative Care Team

Case Manager

Translators (Arabic, Hindi, French, others, Contact to Embassys for rarer languages)

# EXISTING SUPPORTIVE SERVICES IN HMC AND SIDRA

Chronic treatment: Pre-therapeutical explanation + preparation

Rehabilitation services: OT, PT, SLP, Dr

For chronic care unit: visits to playgrounds + gardens

Schooling services for exams (rare)

Religious support (Muslim/Christian/others)

# EXISTING SUPPORTIVE SERVICES IN HMC AND SIDRA

Playrooms (child-life supervised, specific opening hours, +/- sibling care, +/- parents.

Healing Gardens/Playground at Sidra

Family rooms + Pantry with Microwave + Refreshments at Sidra

Attendant food supply

Cafeteria

# MAJOR ROLE SUPPORT TEAMS

- Child Life
- Psychologist
- Social Worker
- Palliative Care Team (Sidra)
- Quality of Life Team (HMC)
- Doctors / Nurses

# CHILD LIFE

- health education through play
- reduction of hospital anxiety through explanation of procedures, disease, reason for hospital stay in child friendly/playful way
- recreation / normalisation
- play and art therapy
- Playrooms indoor (with teacher, for patients +/- siblings, +/- parents)
- Playground outdoor + healing garden

# SOCIAL WORKER

- Counselling support + collaboration in multidisciplinary teamwork for
  - Child abuse/neglect, domestic violence, bereavement, substance abuse, Mental health problems of child or parent, psychotherapeutic support, Assistance to get help for financial support
- identify people who need support
- counselling how to manage difficult situations in life.
  - social/emotional/interpersonal/economic/environmental
- individual support / family support / group support
- currently mainly short-term support -> will expand
- potentials: crisis hotline, self referral options, homevisits, f/u clinics, parenting support (ADHD, Depression, Mood disorders, etc), perinatal depression, etc.)

# PALLIATIVE CARE TEAM (SIDRA)

- team of specialized nurses, doctors, anaesthesia, pain-management
- palliative care
- DNR
- Chronic diseases support
- pregnancy support
- pain management (collaboration with Pain Team)
- post-mortem support, f/u 6 weeks after loss

# QUALITY OF LIFE TEAM (HMC)

- Team of physicians, nurses, social workers providing palliative care + emotional support to patients in need
- Supporting patients with terminal disease and their families,
- living + end of life support
- in hospital and outpatient clinic
- at HMC

# CHILD AND ADOLESCENT MENTAL HEALTH SUPPORT (CAMS)

Team of Psychiatrists (medication + f/u) and Psychologist (CBT (patient + family), no family therapy alone)

Treating mental illness (in Muaither + Sidra)

Supporting schools with kids with mental health issues (phone consults)

Educational assessments

Supporting scap-team

# TO BE CREATED — IN HOSPITAL:

## **Education for staff about available supportive services**

- regularly updated online telephone directory

Music Therapy

Massage Therapy

“Hospital Clowns”

School transition + Re-entry Program

Adolescent meeting rooms (table-kicker, Wii-station, book shelf to borrow books,...)

# TO BE CREATED — UPON DISCHARGE:

- Easy re-access to the hospital after discharge
  - Appointments:
    - Appointment has to be given with date upon discharge.
    - 24h hotline for appointment rescheduling
    - Notice to patient once referral got received + approx. Waiting time for appointment
    - Within 1 week every referral should receive appointment date.
  - 24h hotline for general inquiries with forwarding to the respective subspecialties during working hours
  - Direct number for patients of one contact person (eg specialty nurse) within the department during working hours
  - Walk-in appointments
- Crisis hotline + self-referral to social workers

# TO BE CREATED - AMBULATORY

Address healthy lifestyle + obesity at primary care level:

- Family cooking courses, group sport programs, family education, school visits + events in malls to promote healthy living

Parenting skills teaching at 3 levels: newborn baby, toddler, adolescence.

- behavioural, social, diet, lifestyle, minor illness treatment at home
- (fever, cough, vomiting/diarrhea, minor wounds, choking, burns, tooth accident)

Pediatric first aid courses

Chronic diseases / Cancer:

- Support groups (lead by psychologist/social worker) – kids only/family
- Summer camps

# SUMMARY

- Simple acute diseases:
  - demanding good physicians + caring nurses. Supportive therapy-team, quick diagnosing + medication. Clean environment. Support for siblings. Access to further help if needed.
- Acute diseases with longer admission duration or complex aftercare:
  - same as above + fixed plan + appointments upon discharge. Contact number in case of any lost to f/u for all required subspecialties.
- Chronic illness/cancer:
  - requires further psychosocial support: psychologists, social worker, child life, some require palliative care team/DNR, guided support groups