

Patient-Centered Care in Mental Health: The Role of Psychiatrists, Nursing Technicians, and General Practitioners

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ABSTRACT

The philosophy of patient-centered care involves providing health care that respects patients' needs, preferences, and feelings about their treatment at every stage of the care process. It advocates for a holistic model—that is, treatment considering a patient's emotional, social, and psychological needs in addition to, or even instead of, clinical symptoms—only for diagnostic purposes. Person-centered care fosters a collaborative and empathic atmosphere, giving patients the opportunity to become more active in their health. As a result, patients and health providers can develop more trustworthy therapy relationships. Psychiatrists, nursing technologists, and general practitioners will contribute to such a seamless multidisciplinary framework, since each individual brings forth different knowledge and opinions that complement one another. Psychiatrists diagnose and measure the treatment; they also tailor treatment programs while encouraging open communication with the patients and their relatives. Nursing technicians monitor daily activities and offer emotional support that helps bridge communications between the patients and other members of their healthcare team. General practitioners bring in their wide view on physical health by managing co-occurring conditions and encouraging a holistic approach toward recovery. It discusses in detail the specific roles of providers at Abha Eradah and Mental Health Hospital, integrated efforts in coordinating care in a patient-centered care framework to increase quality and effectiveness in the delivery of mental health services. By being in tune with each patient's needs and encouraging active involvement in the team at Abha Eradah, this emphasizes the power of a patient-centered approach to care as it shapes mental health settings toward greater patient satisfaction and better overall long-term health outcomes. Accordingly, this way the mental health team will be better placed to address intractable health problems, changing patients' needs, and therefore contribute to sustainable recoveries and quality lives.

Keywords: relationships, Psychiatrists, nursing technologists, communications

INTRODUCTION

Mental health disorders have now become a significant challenge to public health in many parts of the world, as they may burden the lives of millions and create multispectral problems that go outside the boundaries of direct sufferers but also affect their family, community, and society at large. These are the increasingly prevalent conditions such as depression, anxiety, bipolar disorder, and schizophrenia that might lead, if not appropriately managed, to serious personal and social burdens, loss of productivity, and impairment in quality of life of the patients and their families. Treatment for mental health illnesses must be comprehensive and patient-centered, addressing each individual's unique experience, beliefs, and values in addition to symptom reduction. Although conventional treatments frequently focus on symptom elimination and heavy medication, they do not address the underlying needs of a person who requires ongoing care and emotional support for their difficult mental health experiences. (1,2)

Patient-centered care offers a revolutionary approach in the treatment of mental health disorders by means of building trust, opening up communication, and making the patients active participants in their own care processes. This model not only relieves symptoms but also strengthens the therapeutic alliance by giving a voice

to the patient and involving them directly in treatment decisions, thus empowering the patients to take responsibility for themselves. It means development of resilience, better treatment adherence, and enhanced long-term recovery outcomes due to creating an environment that is supportive, where patients feel valued and understood. In particular, it can be said that attention to patient-centered care is reflected by the ability of tailoring treatment plans to the individual needs of each particular patient while engaging patients as partners who have an active role in their treatment, with such care plans reflecting the patients' own goals and life context (3,4) It is important to note that some of the key staff roles and unique contributions likely to be held within Abha Eradah and Mental Health Hospital in Asir, Saudi Arabia, are those of psychiatrists, nursing technicians, and GPs themselves in the delivery of patient-centered mental health care. Psychiatrists diagnose and plan as well as monitor treatment, usually taking center stage in the overall mental health treatment process. Nursing technicians form the basis of day-to-day support by monitoring the patient's mental condition, the administration of medication, and interlinking between the patient and the rest of the professionals. GPs contribute to holistic practice in that linked physical health problems, which are usually present with mental health conditions, are managed simultaneously to ensure a comprehensive approach in service delivery. These roles add to a patient-centered model that helps to facilitate communication, embrace a multidisciplinary approach, and ensure an integrated care experience which caters to the mental and physical health needs of the patients. (5)

We emphasize, under a patient-centered paradigm, the joint involvement of the psychiatrist, nursing technician, and GP to foster a care-assuring and collaborative environment at Abha Eradah and Mental Health Hospital concerned with patient welfare. This contributes to an interdisciplinary paradigm: quality improvement in treatment and recovery fosters assisting patients with coping from their diseases to an attained high quality of life. This paper looks at the question of the importance of a patient-centered approach in the treatment of mental health and attempts to define how this could lead to better therapy results and generally improve patient satisfaction.

Importance of Patient-Centered Care

Research on patient-centered care highlights the very important need for treatment models that are flexible, holistic, and responsive to a patient's particular needs, values, and lifestyle. Mental health treatment, in particular, benefits from being patient-centered because these conditions more often than not incorporate personal, social, and other psychological dimensions that standardized care cannot address. Treatment individualized to meet the patient's specific needs-engagement on the part of the patient, who feels their needs are being considered and respected-is enhanced. Patient-centered models of mental health care have been associated with positive outcomes such as increased satisfaction, better treatment adherence, and long-term recoveries. It places much emphasis on active participation by the patient in their journey of health care. (6,7)

This helps the patient to be empowered and reduces the stigma that may be associated with mental health treatment. When patients are able to feel in control and involved in decision-making processes, they will be unlikely to suffer the negative emotional burden associated with feeling "treated" or "managed" without their contribution. This will help reduce the stigma associated with seeking treatment, as patients will begin to see mental health treatment as a collaborative partnership with professionals. That we have helped them and respected their autonomy develops a therapeutic relationship based on trust and open communication about what's best for them-most of the elements that ensure clinical success in mental health care. A complete mental health team consists of a psychiatrist, a nursing technician, and a general practitioner, all of whom adhere to the patient-centered model of care. (8)

Each profession brings multiple skills, perspectives, and contributions that facilitate a holistic model of care specific to each patient. Generally, psychiatrists have been viewed as the chief diagnosticians in mental health who apply special expertise, assess, and evaluate the patients for their comprehensive mental health conditions. Their job often involves medication prescription, development of initial care plans, and offering or arranging psychotherapeutic interventions. In such a patient-centered model of care, the psychiatrists do not just diagnose and treat; instead, they understand each patient's context, work with their patients to design a care plan tailored to their lifestyle and needs, and modify treatment responses based on feedback from the patient. Such continuous dialogue between a psychiatrist and a patient creates personalized approaches with respect to the patient's autonomy and individuality. Nursing technicians are also highly important in the system of patient-centered care, as they are very often in direct and daily contact with patients. (9)

Their responsibilities include checking up on patients' conditions, giving medication, helping with everyday activities, and emotional support. With frequent and close interaction with the patients, nursing technicians are at a vantage position in matters of observation of changes in behavior or mood that may vary the treatment plan. They act as an intermediary for the patients and other professionals in the health field, updating psychiatrists and general practitioners regarding observations that would otherwise not be considered (10). This position of nursing technicians in a patient's life brings continuity and stability. This will also limit their chances of encountering an environment that lacks empathetic response and support, which is so vital for mental health

treatment. The role of a nurse goes beyond clinical functions to actually creating a supportive environment where patients can feel safe and supported during the process of healing. General practitioners bring in relevant perspectives in the patient-centered mental health care model; they address the physical health needs of the patients, sometimes interrelated with their mental health. (11)

GPs are vital in the diagnosis and treatment of various physical conditions contributing to or exacerbating mental health disorders, such as diabetes, hypertension, or chronic pain. Their holistic perspective enables a treatment plan to be devised that incorporates mental health and physical health needs since the two go hand in hand. A good example would be that many medications used for treating mental disorders have physical side effects, and vice versa, some physical conditions might exacerbate symptoms of mental health disorders. GPs should monitor these aspects and change treatments accordingly, while also advising on lifestyle changes that promote psychiatric and medical health. The GPs work along with psychiatrists and nursing technicians in a patient-centered framework to make certain the care provided is smooth and integrated, treating the patient as a whole rather than either just mental or physical. This is the very basis on which the necessary care is provided for the patients under treatment: a collaboration between psychiatrists, nursing technicians, and GPs. (12)

Communication and cooperation are important in patient-centered mental health services, as different types of professions can bring unique insights into the condition and needs of the patient. The treatment approach may require that a psychiatrist has to base modification on medication dosages or therapeutic interventions on the observations of a nursing technician, while a GP would more likely consult with a psychiatrist on the maintaining of probable side effects of psychotropic medications. Through these shifting dynamics, care becomes flexible to meet the ever-changing needs of the patient and ensures continuity between different aspects of treatment. In sum, the patient-centered approach enables and supports patients, reduces stigma, and is responsive to individual needs, which improves clinical outcomes and increases satisfaction (13). Psychiatrists, nursing technicians, and GPs are all integral members wherein each of their roles complements the others in offering comprehensive and personalized care that extends across a patient's treatment continuum. This integrative model attends to the immediate symptoms related to mental health while forming a foundation leading toward long-term recovery. These healthcare providers treat their patients respectfully, adaptively, and specifically orient toward the continuation of mental and physical health through ongoing care. (14)

Overview of Previous Research

This research employed the qualitative and observational method in data gathering from the patient-care interaction in Abha Eradah and Mental Health Hospital in Asir. This is necessary for understanding how the patient-centered care works, particularly in how the psychiatrists, nursing technicians, and GPs coordinate with one another in this model. A cohort of care providers was observed and interviewed in an attempt to understand their roles, challenges, and modes of communicating with patients to foster care. Observations were carried out for several departments, especially focusing on the interactions that occurred during treatment planning, administration of medication, and follow-up monitoring of patients. (15)

The interviews were semi-structured to provide flexibility in responses, allowing the providers to give their views regarding the patient-centered approach. Data collection also included the patient's response to care through surveys, which provided valuable insights into the patient-centeredness of the care received. Throughout the study period, observational notes were taken on non-verbal communication, engagement techniques, and the atmosphere of the patient-provider interaction. This multi-dimensional approach helped in grasping the real modalities of operation and outcomes of patient-centered care within a mental health perspective. (16)

Role of Psychiatrists

The psychiatrists working at Abha Eradah and Mental Health Hospital are designated to be the ultimate diagnosticians and treatment planners in the model of patient-centered care. Therein, the role of a psychiatrist is not only confined to prescription writing. Psychiatrists perform wide assessments of patients' mental and emotional conditions, including the patient's personal background, family problems, and even stressors outside the family circle. These professionals work in tandem with the patient in devising a treatment plan that is in keeping with the patient's values, preferences, and way of life. This forms the very core of the success of the patient-centered model, wherein the patients are turned into active agents in their journey toward recovery. (17,18)

A very important part of the psychiatrist's job is providing psychotherapy or referring for more specialized counseling when needed. Often, family members may be included in the treatment plan to help them understand the patient's disorder and the purpose of the treatment. In mental health, this is often where support systems at home need to be enmeshed with the professional care plan. Abha Eradah psychiatrists inculcate a therapeutic environment among their patients through psychoeducation and open communication in which a patient is made to feel that he is being listened to and understood. It is in this safe space that trust can be developed, and it becomes easier for the patient to express his concerns and preferences. (19)

Changes in treatment in response to the patient are another important role played by psychiatrists. The patient-centered model requires flexibility; therefore, psychiatrists have to monitor progress and change interventions if necessary. Psychiatrists are able to do this because, through follow-up and continued communication with their patients, they can ascertain if the treatment is working and if it needs adjustment. (20)

Role of Nursing Technicians

Nursing technicians form that bridge of frontline support between the patients and the main caregivers, such as psychiatrists and GPs. They are indispensable in the day-to-day management of patients' mental health since they are most of the time the first to observe the changes either in the behaviors or emotional states of their patients. The nursing technician is supposed to monitor patients on a day-to-day basis concerning their mental status, dispensing medication, and performing a mental health assessment. They offer emotional support and alleviate anxiety or feelings of abandonment that might torture the patient during his treatment. (19,21)

With constant interaction with patients, nursing technicians are usually the first line of communication between patients and healthcare providers. In this respect, the role played by the nursing technician in developing rapport and trusting relationships with the patients is important. This approach offers a very positive patient experience where patients can openly communicate their feelings and concerns, being empathetic and non-judgmental. Such rapport is important in improving patient involvement in and satisfaction with the care process. (22)

Nursing technicians also play an important role in the patient-centered model of care through early signs that reflect changes in behaviors that may call for treatment plan changes. For example, if a patient becomes more anxious or withdrawn, the nursing technician is trained to bring such a patient to the attention of the psychiatrist or GP so that timely interventions can be made to make the care responsive to the needs of the patient now changing. (23,24)

General Practitioners' Role

General practitioners at Abha Eradah and Mental Health Hospital play a great role in whole-person care in the provision of care that meets patients' needs regarding their physical health, which most of the time accompanies their mental health disorders. Actually, many patients experiencing mental health have comorbid conditions, such as cardiovascular diseases, diabetes, and chronic pain, which may complicate the management of such mental health cases. As such, GPs are also crucial in the management of these physical conditions and should ensure that such patients receive holistic care for their physical and psychological health. (25)

GPs in the hospital have roles in assessing the overall health of their service users, offering advice on lifestyle changes, and providing prevention. Furthermore, general practitioners need to provide primary mental health care to the patients in the emergency department by covering the shifts within this unit. This includes the initial assessment of the acute mental health cases for admission and the therapeutic interventions required, hence making the care comprehensive and integrated for the patients. They educate on interrelations between mental and physical health, helping the patients to determine how physical well-being affects their mental health and vice versa. The integrated practice will, therefore, be convenient for the patient who might happen not to get adequate care for their physical conditions because they have been mostly focusing on their mental problems. (26,27)

For example, hypertension and diabetic patients may require special lifestyle modifications involving changes in diet or exercise that can further affect their mental health. The GPs again are very important in helping the patients through such changes and in reinforcing the treatment of their mental health. Moreover, it is easy to approach GPs, and they are known to the patients; thus, for many, they serve as the first contact. This accessibility builds trust, especially for those patients who might find it easier to relate their physical health issues to their GP and then be referred for mental health services. (28)

Collaboration in Patient-Focused Care

Collaboration from an interdisciplinary perspective is very important in mental health care, and it is at this point that the roles of a psychiatrist, nursing technician, and GP meet. Some of the major characteristics for Abha Eradah and Mental Health Hospital include teamwork by specialists from different disciplines that provide coordinated care to address all aspects of a patient's needs. Psychiatrists, nursing technicians, and GPs hold conferences on progress concerning the patients, observations, and treatment plans for the patients. Such teamwork ensures that each provider's unique expertise is integrated into the process of care to augment the overall experience of treatments. (29)

For instance, if a nursing technician feels the behavior of the patient has changed over time, this will be relayed to the psychiatrist and could possibly lead to an amendment in treatment. Furthermore, GPs ensure that any physical health issues are caught and also can have implications for mental health, while psychiatrists adjust medication for mental health to minimize side effects and possible interactions. This model of care ensures that the patients stay at the center, and a personalized holistic treatment plan is constantly updated according to the needs of the patient. (30)

Care Outcomes

Patient-centered care models transformed the art and functions at Abha Eradah and Mental Health Hospital (31). The results are many-branched and include:

- **Improved Patient Satisfaction**

The patients feel more involved in their care and are consequently more satisfied regarding their treatment experience. (32)

- **Higher Treatment Adherence**

With the patient being more involved in one's treatment plan, the possibility of following through with recommendations—including medication and lifestyle changes—is greatly increased. (33,34)

- **Better Symptom Management**

The whole thing with customized care is that symptoms can be monitored the closest, and treatment can get timely alterations to ensure symptom control. (35)

- **Enhanced Family Involvement**

Involving family members in the treatment process has contributed to better support at home, ensuring that patients have the emotional backing they need for long-term recovery. (36)

So, the model of patient-centered care implemented at the Abha Eradah and Mental Health Hospital effectively promoted improvement in clinical outcomes, was associated with increased satisfaction among patients, and resulted in more comprehensive treatment. It has to be done in cooperation with psychiatrists, nursing technicians, and GPs to provide holistic treatment, both in mental and physical health perspectives, for achieving more sustainable recovery among the patients.(31,4)

CONCLUSION

Mental health requires concentrated, patient-centered care provided by an interdisciplinary team that coordinates their work in meeting the needs and wants of the patient. Psychiatrists, nursing technicians, and GPs work together at Abha Eradah and Mental Health Hospital in providing personalized, kind care that meets the physical, emotional, and psychological dimensions of mental health. With such a holistic approach to treatment, it definitely assures that the care given shall be more effective while being personal and attuned to the specific needs and values of the patient. Each of the health professionals continuously communicates with and collaborates to add their expertise in regard to the patient for a more complete and integrated treatment. This integrated model of care allows more precise symptom management, timely adjustments in treatment, and greater patient engagement in the care process—a factor in itself contributing to improved recovery outcomes. Second, engaging families in the treatment process bolsters a patient's support system, building an environment more amenable to patients recovering at home. The patient-centered approach followed at Abha Eradah and Mental Health Hospital contributes not only to ensuring increased satisfaction among patients but also to appropriate recovery that is sustainable, and the patients are empowered to be more involved in their own process of healing. By focusing on this model, the hospital presents a modern-looking approach that may serve as a model for other institutions willing to work on improving the quality of care and outcomes in the treatment of mental health. It would be very useful if further research continued to seek ways of enhancing interdisciplinary communication and coordination, and longer-term effects on aspects of patient-centered care, such as recovery, quality of life, and patient satisfaction. These will provide sufficient insight into further improvements in the delivery of care that will go a long way toward contributing to the advancement of mental health practice globally.

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