

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