

Developing Mental Health Skills for Nurses in the General Hospital



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Project Team-Clinical Nurse Consultants

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Project Idea

- ◆ To create a self-guided CD ROM learning resource, using decision tree model and experiential learning theory.
- ◆ Additionally, to create a downloadable version to every hospital ward computer desktop, for nurses to utilise.
- ◆ Be able to add extra learning material and updated information
- ◆ How can we cover 30 clinical areas, support and reach POWH nurses.



Project Objectives

- ◆ To generate a clinical interest in mental health in nurses working in the general hospital.
- ◆ To improve knowledge, confidence and skill awareness of nurses looking after patients with mental health problems.
- ◆ To develop an independent learning experience that allows nurses to actively review their response to difficult incidents and develop strategies for the best way to deal with them.



Background

- ◆ A growing need had developed for general nurses to gain more knowledge and skills in caring for people with mental illness/disorders. Sharrock & Happell (2001). Brunero, Bates & Smith (2006).
- ◆ Huge topic area to cover, to do justice to the project, needed to slim down and be more specific.

Background Data

- ◆ 30% patients admitted to a general hospital experience mental health problems and may have prolonged hospital stay. Young (2004), POWH Audit (2006).
- ◆ It has become evident that certain behaviours have become challenging to the nurse in the general setting Sharrock & Happell (2001), Huffman et al (2003).
- ◆ Nurses in general hospital had less than satisfactory mental health knowledge and skill Keshavan et al (1991). Huffman et al (2003),





Background cont..

◆ A hospital e-mail survey identified that nurses considered ‘managing difficult’ behaviour as the highest priority of five stated areas.

◆ Five areas were:

- Difficult behaviours
- Depression
- Anxiety
- Psychosis
- Suicide



Types of Difficult Behaviour


- ◆ Violence, bullying, harassment and aggression
- ◆ Shouting, swearing, using threats and general rudeness
- ◆ Demanding attention or special conditions
- ◆ Non-compliance with treatment, breaking rules and refusing to cooperate
- ◆ Manipulation and intimidation
- ◆ Playing one staff off against another (splitting)
- ◆ Acting helpless
- ◆ Disruptive or irrational conduct

Our challenge: myth debunking

People with mental illness...

- ◆ Are dangerous, unpredictable and to be feared.
- ◆ Are fundamentally different from others.
- ◆ Will never become well.
- ◆ Need others to make choices/decisions for them.
- ◆ Should not take risks.
- ◆ Should 'strive' to be 'normal'.





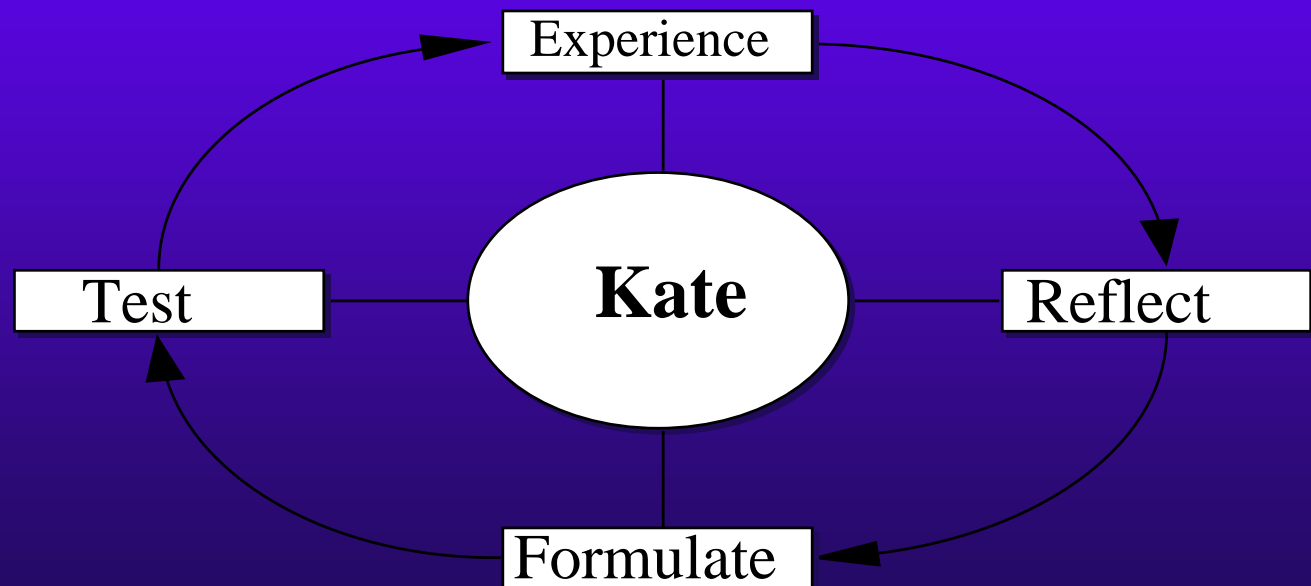
Method: Using hypothetical case scenario

◆ The story of Kate

- **33 year old women, single mother of 5 year old twins.**
- **Many social problems**
- **Drinking 4-5 glasses of wine each night**
- **Presented to ED experiencing nausea and severe abdominal pain.**
- **Admitted to surgical ward, waiting further test.**

Experimental learning theory

- ◆ A process whereby knowledge is acquired through transformation of experience. Four-step cyclical process, in which each step depends on completion of the previous step Kolb (1984).

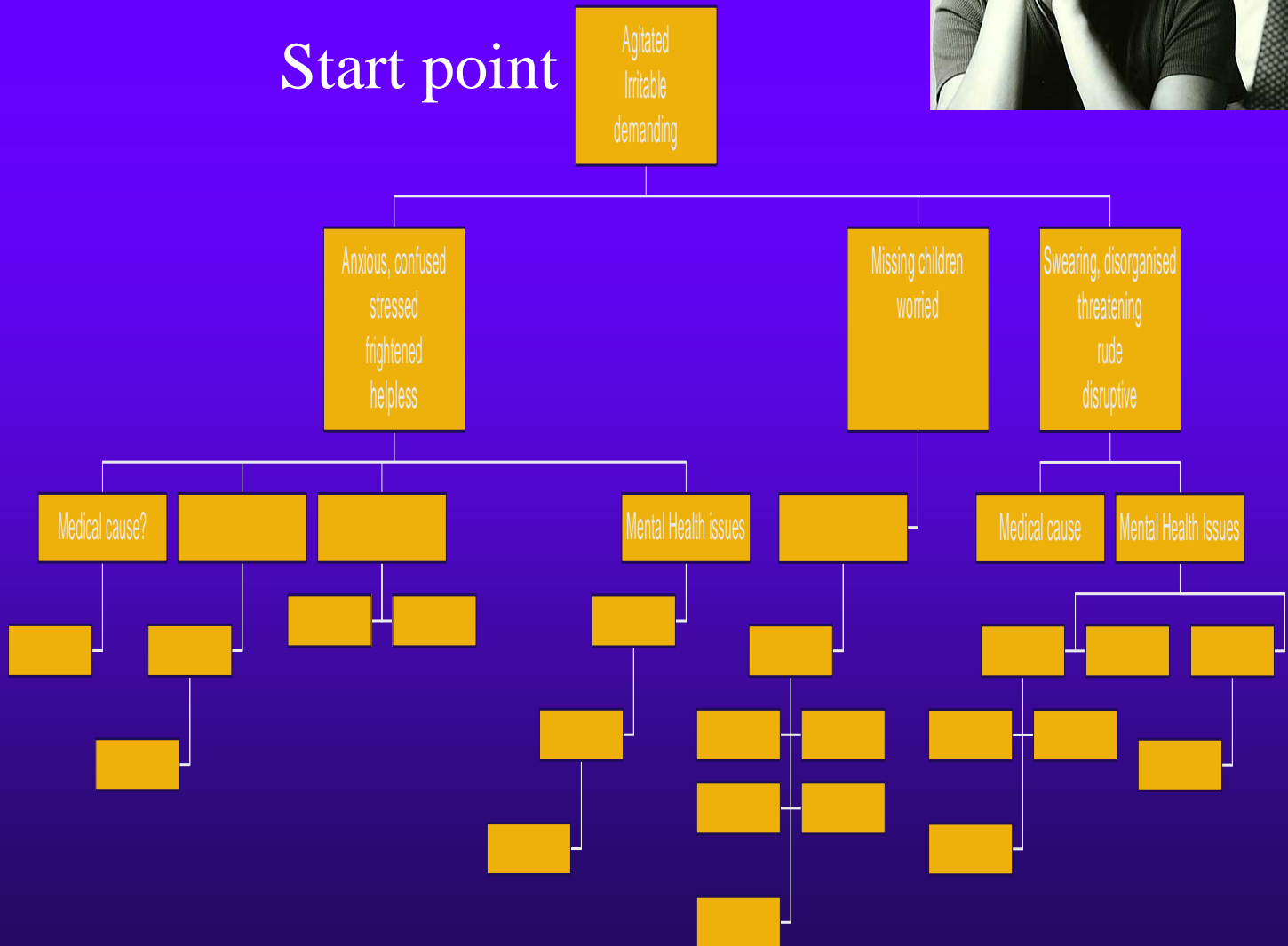




Decision tree framework

- ◆ The use of a decision tree offers a common framework that can assist professionals to examine in depth the options available to them, whilst considering the complex variables that influence the decision-making Bonner (2001)
- ◆ Nurses problem solve, working through a decision tree within the the CD ROM/desktop program

Kate's Decision tree





Experts involved

- ◆ Professor Jane Stein-Parbury, Professor of Mental Health Nursing SESIAHS
- ◆ Project team from the Institute for Interactive Media and Learning at University of Technology, Sydney.
- ◆ Freelance web designer and interactive developer through UTS



Preliminary Schedule

<u>Item</u>	<u>Milestone Date</u>
Define the scenarios	April – May 2007
Design the prototype	June – begin August 2007
Produce CD	August - October 2007
Master and Distribute CD	November - December 2007

Preliminary Resource and Cost Plan

<u>Phase</u>	<u>Resource</u>	<u>Cost</u>
Scenarios	Educational designer	\$2000
Photographs, Illustrations, Video	Videographer /Graphic designer	\$1000
CD Development	Web designer	\$5000
Printing of CD ROM (500 copies)	Medical Illustrations	\$2000
Total		\$10,000



Outcomes.

- ◆ Nurses will develop more technical and practical knowledge.
- ◆ Nurses will feel a greater sense of empowerment and ability to engage in the care of a mental health patient.

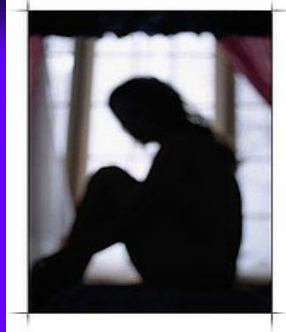
Evaluation

- ◆ Using a Mental Health Nursing Confidence Scale
 - to pre and post test measures, to two wards
 - a control and study group.

Bell & Horsfall et al (1998).

Innovation

- ◆ Using newer style technology to improve knowledge and skill.
- ◆ Nurses are familiar with computer and interactive style programmes.
- ◆ Effective way of reaching large number of nurses.





Impact on nursing practice

- ◆ **Improve knowledge, confidence and skill awareness of nurses working in general hospital looking after a patient with mental health problems.**
- ◆ **To equip the nurse with skills to effectively manage and deal with difficult situations and develop strategies for the best way to deal with them.**
- ◆ **Create capacity within the nurse to effectively deliver nursing care to the a patients with mental health problems being care for in the general hospital.**



Projects Future Scope

- ◆ Add further learning objectives.
- ◆ Add more diagnosis/decision tree models
- ◆ An area SESIAHS version?
- ◆ CD ROM – help rural hospitals that do not have access to Liaison Psychiatry service

Conclusion

- ◆ **Develop a self-directed electronic CD ROM/desk top software resource tool.**
- ◆ **To create an independent learning experience that allows nurses to actively review their response to difficult incidents and develop strategies for the best way to deal with them.**
- ◆ **Using experiential learning/decision tree model to generate an awareness and clinical interest in mental health for nurses in the general hospital.**
- ◆ **Improve knowledge, confidence and skill awareness of general nurses regarding some aspects of mental illness.**



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